

NOTICE OF PUBLIC MEETING
Pursuant to Iowa Code §21.4
DEPARTMENT OF ADMINISTRATIVE SERVICES
IOWACCESS ADVISORY COUNCIL
Wednesday, May 13, 2009 1:00 PM – 4:30 PM
Hoover Building, Conference Rooms 429/430

1. Introductions, New Member Herb Copley, Approve Minutes, Election of Officers
Richard Neri, Chair
 2. Iowa Interactive Project Update
Tracy Smith, Iowa Interactive
 3. IOWAccess Projects and Projections Spreadsheets/Monthly Report/
State Library Advisory
Malcolm Huston, IOWAccess Manager
 4. DPS - Breath Alcohol Program Records - Planning **\$85,000**
James Bleskacek, DPS
 5. DAS - American Recovery and Reinvestment Act(ARRA) Recovery Website - Scope
Analysis and Design **\$125,000**
Mark Uhrin, DAS-ITE
 6. DAS - Transparency - Searchable Budget Database - Scope Analysis and Design **\$100,000**
Mark Uhrin, DAS-ITE
 7. ICSAC- College Student Aid Portal - Execution **\$350,000**
Julie Leeper, Iowa College Student Aid
 8. DRAFT IOWAccess Advisory Council By-Laws
Malcolm Huston, IOWAccess Manager
 9. ITE Project Updates
Mark Uhrin, DAS-ITE
 10. Wrap Up And Adjourn
Richard Neri, Chair
-

**IOWAccess Advisory Council
Meeting Minutes of January 7, 2009, 1:00 PM
Hoover Building, Third Floor, Conference Rooms 329/330**

Draft

- Present: Barb Corson, Kathleen Richardson, Sheila Castaneda*, Dawn Ainger, Beth Baldwin, Tom Gronstal, Randy Nyberg, Terri Selberg*, Kelly Hayworth* (at 1:18 p.m.)
- Absent: Dick Neri, Terrence Neuzil, Glen Dickinson, Dan McGinn, Ron Wieck, Jeff Danielson, Carmine Boal, Vicki Lensing
- Guests: Lorinda Inman, Margaret Armagost, Amy Van Maanen, Mark Bowden, Tracy Smith, Wayne Middleton, Deb McDaniel, Mark Uhrin, John Gillispie, Malcolm Huston, Jeff Kopaska, Darrell Fremont, Mary Hadd, Kent Hartwig, JoAnn Naples, Dick Moore, Jim Fox, Gwen Howe, James Bleskacek, Paul Hermsen, Jennifer Hart, Connie Price, Diane Van Zante

* By phone

Council Vice Chair, Barb Corson, opened the meeting at 1:01 p.m. and noted that a quorum of members was present.

1. Introductions, Approve Minutes – Barb Corson, Vice Chair.
All members and guests introduced themselves. Tom Gronstal moved approval of the November 12, 2008 meeting minutes. Dawn Ainger seconded the motion. An oral vote was taken; the minutes were unanimously approved as written.
 2. Iowa Interactive Project Update – Tracy Smith, Iowa Interactive.
Transaction volumes have increased dramatically. November driver's record lookups were 46% above the same period in 2007. December was double that of 2007. A substantial number of professional licenses renew on a biannual basis; this year looks good, however next year should reflect a reduced volume. Four new projects have gone live in the last few months: the Commission on the Status of Women website redesign, Iowa Board of Nursing website redesign, Iowa State Historical Society website redesign, and the Criminal and Juvenile Justice Planning change request.
 3. IOWAccess Projects and Projections Spreadsheets/Monthly Report/Customer Surveys – Malcolm Huston, IOWAccess Manager.
Projects being considered today total \$1.25 million. If the Council approves all of the projects, remaining unobligated funds would be about \$250,000. Due to the current economic outlook, the State could choose to pull back 1.5-3% of the IOWAccess appropriation.
 4. Healthcare Provider Licensing Database – Request for \$669,000 – Jennifer Hart, Dental Board.
-

The Iowa Dental Board, the Iowa Board of Medicine, and the Iowa Board of Nursing submitted a collaborative request about a year ago for a healthcare provider licensing database. At that meeting, the Council asked the Boards to come back with more specific details on the project. For the past ten years, each board has used separate client-based, customized databases with different functionality. Support for the databases was terminated by the vendor in July 2006. The Boards seek funding for healthcare licensing software which would offer citizens access to a host of online services: license applications, application tracking, renewal of dental licenses and permits, verifications, e-payment capability, subscription services for employers and healthcare facilities, copies of public disciplinary documents, submission of continuing education records, submission of complaints and investigative information, and submission of quarterly monitoring reports and fees. Such a system would allow the Boards to become more customer-driven and would create an application that could be reused by other agencies for a variety of needs.

Since the request was initially submitted in January of 2008, the Boards issued an RFP, evaluated proposals, and are in the process of negotiating a master agreement through DAS with CSDC systems in Canada. The Council also asked the Boards to consider funding a greater portion of the project themselves. The current proposal calls for the Boards to contribute 2/3 of the overall project costs and request IOWAccess funding for the public interface/enhanced e-services portion only.

Questions/comments:

Q. Does the State own the data and the software?

A. Yes.

Q. Is there an ongoing maintenance cost?

A. Yes, maybe \$30,000-\$40,000. Believe it is based on the number of licenses.

- Have the Boards considered funding this with user fees? There is some concern that the IOWAccess Advisory Council doesn't have \$670,000 to commit to this project.
- This sounds like a lot of money, however is a multiple agency (three) project.
- This could be good if it truly allows other agencies to develop licensing applications for their use.
- I don't know that we really have this kind of money in the budget, I'm in favor of this project, but don't know if we have the money.
- The projections indicate that we do have the money, but the projections are predicated on the fact that nothing else comes forward for the rest of the year.
- It appears that the Council does have the money. The Council should also spend what it has before the legislature makes other plans for it.
- It doesn't appear that any of the Boards have requested funds previously.

Beth Baldwin moved approval of the funding request; Dawn Ainger seconded the motion. Kelly Hayworth joined the meeting by conference call at 1:18 p.m., prior to the call for a vote. An oral vote was taken; the motion passed unanimously.

5. Department of Public Safety (DPS) Breath Alcohol Program Records – Request for Scope Analysis Funding (\$30,000) – James Bleskacek, DPS.
-

DPS is responsible for maintaining breathalyzer/assorted equipment records around the state. They would like to create a website to make the information more accessible, especially to attorneys. Approximately 12,000 breath tests are logged each year; the Department receives about six requests for information each week which are subsequently researched manually. DPS may model its website after the Washington State Patrol whose current system makes the information available to anyone who wants it. Breath tests are public information, even before the case goes to court, however the name and driver's license number are not publicly accessible. This project automates information that is already provided to the public.

Questions/comments:

Q. Will this really benefit the average citizen? The main beneficiary seems to be attorneys.

A. It would benefit attorneys more than citizens.

- Access Washington has something similar, however Access Washington is not a NIC state, so we cannot borrow the application.
- DPS does not want to reinvent the wheel. They would like to reuse someone else's application.
- For the number of requests per year, this sounds like a lot of money and is only the first phase.
- Thirty thousand dollars would cover normal deliverables for the scope analysis phase.
- The legal system is bogged down and this would help eliminate some time.

Q. Have you thought of charging for this information?

A. DPS would prefer to charge the people who get picked up for operating while intoxicated.

Tom Gronstal moved approval of scope analysis funding; Dawn Ainger seconded the motion. An oral vote was taken and recorded as follows:

Ayes – Barb Corson, Sheila Castaneda, Dawn Ainger, Tom Gronstal, Kelly Hayworth

Nays – Beth Baldwin, Randy Nyberg, Kathleen Richardson, Terri Selberg

Abstentions – None

The motion carried.

6. Department of Natural Resources (DNR) Training Change Request (\$13,000) – Darrell Fremont, ITE.

The Council previously funded the DNR training project. Generally when a person becomes certified in a certain area, they receive a paper certification. This opens the door to a lot of fraud. Adding safety certifications to the existing ELSI program would permit verification of certification online. The Central Bank of Missouri maintains the ELSI program and has issued a request for funds to initiate the change. Kelly Hayworth moved approval; Terri Selberg seconded the motion. An oral vote was taken; the motion passed unanimously.

7. Iowa Department of Veterans Affairs (IDVA) Dynamic Forms – Request for Planning and Execution Funds (\$89,700) – Kent Hartwig, IDVA.

A year ago, IDVA asked for phase one money to redesign the VA's static website. At that time, there was some discussion of phase two and IDVA's desire to put forms/applications

online for state appropriated benefits. Scope funds were used to determine the preferred process for online forms. Design funding will be used to create the mock ups for the remaining applications. Annually, IDVA anticipates that up to 750 veterans and most counties will utilize the online applications. Veterans Affairs is asking for design phase money, but expects the money to cover a significant portion of execution as well. If they need additional funds, it should be a small amount.

The current project manager, Deb McDaniel, clarified that the original project manager did not create the documents that the Council typically uses. When the project was reassigned to Deb, there were very few dollars left and the project was off track. The business requirements are not yet 100% complete. At present, IDVA is seeking funds to proceed with the design phase, not for both the design and implementation phases.

Dawn Ainger commented that the project seemed to be filled with holes and required more planning. Typically, design is about 40% of the total project cost, which could mean that implementation would run an additional \$110,000-\$120,000.

Kathleen Richardson moved approval; Beth Baldwin seconded the motion. An oral vote was taken and recorded as follows:

Ayes – Barb Corson, Kathleen Richardson, Sheila Castaneda, Beth Baldwin, Tom Gronstal, Terri Selberg, Kelly Hayworth

Nays – Dawn Ainger, Randy Nyberg

Abstentions – None

The motion carried.

8. Iowa Child Advocacy Board (ICAB) Online – Request for \$250,000 – Dick Moore, ICAB. Darrell Fremont is the project manager for ICAB. This project seeks to develop an online application to recruit volunteers and store and index case documents. The scope of the project is very large and incorporates 23 different offices. Additional execution funds in the amount of \$250,000 are needed. That would bring total execution funds to \$495,000. ICAB's goal is to support the volunteers that are working with children who are under the court's jurisdiction, to facilitate information exchange, and to allow real time access and updating. Beth Baldwin moved approval; Randy Nyberg seconded the motion. An oral vote was taken; the motion passed unanimously.
 9. Department of Human Rights (DHR) Weatherization Assistance Program – Request for \$40,500 (includes \$6,500 hosting fees) – Jim Newton, DHR. Jim Fox is the project manager for the Weatherization Assistance Program. The mission of the program is to reduce energy costs for low income families, particularly for the elderly, people with disabilities, and children, by improving the energy efficiency of their homes. DHR receives about 80,000 applications for assistance a year. Human Rights is funding two-thirds of this project and asking the Council for \$34,000 plus \$6,500 first year hosting fees. This software development project will streamline the process used by DHR and increase the productivity of local organizations that provide weatherization assistance.
-

This project makes use of an iterative methodology:

- Work is done in small increments (2 week time periods)
- Minimal planning rather than long term planning
- Documentation is produced as required by stakeholders during each iteration
- Each iteration includes planning, requirements, analysis, design, coding, unit testing and customer acceptance testing
- Function is delivered and demonstrated every two weeks

Benefits of an Iterative Methodology:

- Potential reduction in timeline and costs
- Minimizes overall risk
- Defects, bugs, misunderstood requirements are found at the end of each iteration not at the end of the project
- Demonstration of functionality at the end of each iteration

Drawbacks:

- Do not have traditional phases with funding for each phase

Questions/comments:

Q. Will we have documentation for ongoing maintenance and support?

A. Yes, near the end of the project.

Q. Does Human Rights feel comfortable with the software as it is being developed?

A. Yes, ITE has been very responsive.

Q. When was the original system developed?

A. It was implemented in 1999, but probably developed in the two years preceding that.

Q. Are we just copying an old system and putting it online?

A. The business processes are fairly simple; the real value add is getting confidential data out of e-mail. We are changing the technical architecture of the system, changing the way the technology works.

Q. Who are the users of the system?

A. The primary users are the 18 nonprofit agencies throughout the state and DHR. Citizens that do apply for weatherization assistance have to bring all of their data into the office and the people in the office key the information into the system.

- We need to insure that we have sufficient documentation about how the system was defined and developed.
- The processes we use within the Council serve as guidelines, not mandates.
- We are using documentation in the existing system as the basis for the new system.
- This program would speed up the process that helps people get their homes weatherized.
- This is really important and would streamline the organization, but I'm not sure that is the Council's mission. Our charge is to make electronic records available to the citizens of Iowa. This project seems to be contained within the agency.
- The 18 private nonprofits are the public interface.

Sheila Castaneda dropped off of the call at 2:56 p.m.

Beth Baldwin moved approval; Kathleen Richardson seconded the motion. An oral vote was taken and recorded as follows:

Ayes – Beth Baldwin, Kathleen Richardson, Barb Corson, Terri Selberg, Kelly Hayworth
Nays – Dawn Ainger, Randy Nyberg, Tom Gronstal, Sheila Castaneda (Sheila rejoined the call at 2:57 p.m., in time to cast a vote)
Abstentions – None

The motion carried.

Beth Baldwin departed the meeting at 2:58 p.m. This left eight voting members in attendance, which is still sufficient for a quorum.

10. Department of Natural Resources (DNR) Special Events – Request for Planning and Execution Funds (\$157,500) - Jeff Kopaska, DNR.

DNR offers state properties and other state managed areas for use for special events, about 2000 events annually. The current process is paper based and outdated. Each bureau has its own forms, so there is no comprehensive tracking or good way to notify the public of the event. DNR would like to have one portal for all event applications, a streamlined application/approval/notification process, with public events notification online. The scope analysis phase should be complete by the end of January. February and March have been set aside for planning with a start date of April 1 for the execution phase. Completion is anticipated in the July to September 2009 timeframe. The application would use the e-payment engine and would include an events search function for things occurring within a range of dates. Recipients of this new service would be the general public and recreational users (at least 15.2 million users per year), businesses, organizations, spectators, etc. DNR will contribute staff time to work with the contractor.

Through an oversight, the business requirements and screen mockups were not forwarded to Dawn Ainger, but that information is available. DNR feels that the requirements documents are very complete.

Questions/comments:

Q. Why is DNR seeking funding for the second and third phases at the same time?

- a. In order to have the project completed by July 1, we did not believe there was any other option. The project must still be approved by both the TGB and DNR legal staff.
 - The Council has a meeting in early March, so could approve the phases separately. Approving the planning phase now would still allow the execution phase to be approved at the March meeting in time to meet the April execution startup
 - At the last meeting, we approved scope analysis. The minutes indicate that the Council approved funding and “DNR was asked to come back with competitive bids.”
 - DNR’s consultant has built the application in such a way that other agencies with similar needs can be easily accommodated.

Q. Why are we building this from scratch when there are lots of special events packages out there? They could be significantly less expensive.

A. DNR was not aware of any special events packages. DNR offered a suggestion that the Council could move to approve contingent upon receipt and approval of the requirements/design documents.

Q. What about approving just the planning and not the execution?

A. DNR wrote the RFP to do both phases.

- The council's recommendation could be accepted or rejected by the DAS director.

Tom Gronstal moved approval contingent upon submission and review of documents completed during the scope analysis phase. There was no second to the motion.

Q. Could this be added to the campground reservation system and be another opportunity for Iowa Interactive to receive a portion of the fee to cover their expenses?

- There is no requirement for any entity to work with Iowa Interactive. This definitely could be a self-funded item.

A. Tapping into the campground reservation system would be difficult for the parks people.

Randy Nyberg moved approval of planning funds in the amount of \$47,250 with the caveat that DNR return with the additional documents and information from Iowa Interactive. He was asked to be more specific about the information that was being requested.

In the past, agencies have been given an opportunity to utilize Iowa Interactive, but have not been forced to do so. DNR is using Iowa Interactive for the campground system, but has chosen not to use Iowa Interactive for the special events application.

- DNR should submit the requirements and design documents, but be free to use the vendor of choice.
- That would require the Council to commit money when none needs to be spent.
- The point is that DNR has already decided not to use Iowa Interactive.
- The Council has a responsibility to make sure that the project benefits the citizens of Iowa and that the money is spent wisely. Beyond that, the agency should be held accountable for the execution of the money.
- The intent was to ensure that all viable options were pursued.

Randy Nyberg moved approval of planning funds in the amount of \$47,250; Barb Corson seconded the motion. An oral vote was taken and recorded as follows:

Ayes – Barb Corson, Kathleen Richardson, Tom Gronstal, Randy Nyberg, Terri Selberg, Kelly Hayworth

Nays – Sheila Castaneda, Dawn Ainger

Abstentions – None

The motion to approve planning phase money was approved.

11. Policy Discussions: Closing Projects – Malcolm Huston, IOWAccess Manager.

One approach would be to address this in the administrative rules. The administrative rule process is fairly time consuming, so an alternative might be the development of by-laws. This item will be discussed in greater detail at the next meeting.

As a means of decision making and to promote consistency, the Council has been considering ranking the individual proposals. One method utilizes an online survey which could potentially be completed before, during, or after the project presentation. Council members want to be sure that any method includes the opportunity to pose questions.

The current process is no longer effective. Reviewing projects every two months does not allow a big picture view. The Council must become more deliberate about the process and frequency with which it awards funds. Some states require agency sponsors to utilize the existing contracted vendor.

Dawn Ainger and Kelly Hayworth disconnected from the call/meeting at 3:54 p.m.

Based on current trends, the Council may have spent the remaining funds for this fiscal year. The uncertainty lies in when the money will actually be spent. Maybe agencies should look long term and offer a list of projects that they anticipate in the next year. One possibility would be to review projects in the June/July timeframe when agencies already know what money they are getting.

There is so much scope creep. Reviewing projects once or twice a year would force people to be more sure of what they want. This is an item for discussion at the next meeting. We should not overlook the agreement with Iowa Interactive and what resources they can offer. Another consideration is whether the customer should make all the decisions. In the State of Maine, agencies are required to come to the portal first. If they don't want to work through the portal, the Council can choose whether to fund them or not.

Agenda Items for the Next Meeting: discussion of the portal and the grant process (how it should be changed and how often the Council should meet).

12. ITE Project Updates – Mark Uhrin, ITE.

The school alerts program continues to be a great success. In December alone, 158,000 e-mail alerts were generated to subscribers. Two television stations are now linking to us directly and no longer accepting phone calls. The criminal history and sex offender projects are experiencing extended delays due to the vendor that supplies the data.

13. Wrap Up and Adjourn – Barb Corson, Vice Chair.

The Council would like John Gillispie to frame the discussion on Iowa Interactive. What does the Council need to consider before it debates the issue?

There being no further business, the meeting adjourned at 4:07 p.m.

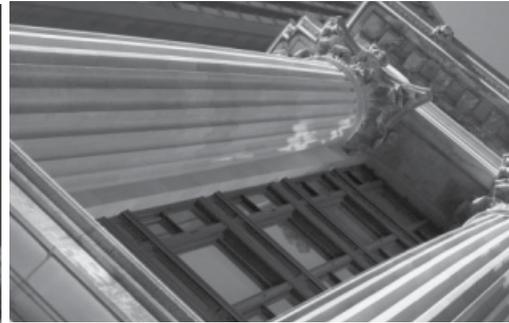


A STRATEGY
PAPER FROM:

CENTER FOR
DIGITAL
GOVERNMENT

REAL LIFE. LIVE.

WHEN GOVERNMENT ACTS MORE LIKE THE PEOPLE IT SERVES



REAL LIFE. LIVE.

WHEN GOVERNMENT ACTS MORE LIKE THE PEOPLE IT SERVES

Real life has become complicated again. The country has begun to work through a systemic credit crisis that is changing the way things work on Wall Street and Main Street — and under the capitol domes of government.

There are competing proposals about how to restructure institutions in the wake of the crisis, each reflecting different compromises on the continuum of market-based approaches to an increased regulatory environment to outright government ownership.

With crisis comes opportunity — a rare point of agreement between the theories of progressive journalist and author Naomi Klein¹ and libertarian economist Milton Friedman. Klein said she believes the opportunity is for mischief, while Friedman sees it as a catalyst for meaningful change.

“Only a crisis, real or perceived, produces real change,” he said. “When that crisis occurs, the actions that are taken depend on the ideas that are lying around.”²

One of the ideas that is lying around is what was once popularly known as e-government. Unlike naked ideas — those that exist only in the minds and proposals of their creators — e-government has an installed base and a growing universe of Internet partisans who want more and better public services delivered through this channel.

The portal and online service delivery — which were once pegged as alternatives — are now more than just mainstream. They are the default channel for cost-effective, sustainable and (when done right) compelling experiences for the public that government serves. That, coupled with continuing technological innovation under the rubric of Web 2.0, suggests that e-government may be lying around. That is not to say that e-government is not delivering public value. It is. E-gov is lying around only in the sense of its — still largely latent — potential to change the cost structure and service delivery stance of government. If not e-gov, then what? If not now, when?

Government now serves a firmly ensconced digital majority, where 70 percent or more of American households (including all gender, race and age demographic cohorts) are connected to the Internet³ — and more than half have broadband access.⁴ Americans with broadband access — estimated at more than 45 million — spend half their spare time online.⁵ Sooner or later, they are going to bump into a government Web site. Will it meet their needs and expectations for getting something real done at a time and place of their choosing?

The new conventional wisdom is to point to Web 2.0 and its social networking qualities — user-generated, media-rich content and interactive communities of interest — as the answer. Indeed, there are opportunities to leap-frog in the transformation of certain aspects of service delivery. Curiously, Web 2.0 is often pitted against its predecessor — you know, the Web that didn't have a version number. But there is no need to reconcile friends. The innovations of the Web — new and old — have matured into a platform for governing and conducting the public's business.

As a companion to a previous whitepaper from the Center for Digital Government called *This Old Portal*, which detailed the structural and design components of developing, maintaining and renovating (as needed) the online platform, this whitepaper, *Real Life. Live*, looks forward to a time when government acts more like the people it serves. And that time should be now ... or, at least, soon.

Real Life. Live takes a long view of the coming digital landscape, and its three defining directions:

- I. **Going Local:** *A portal and a platform for hyper-localized service delivery*
 - II. **Going Mobile and Going Social:** *Government as your BFFL⁶ — anytime, anywhere*
 - III. **Going Green and Going Home:** *Sustainability by saving trips at both ends of the transaction.*
- Each will be discussed in turn.

In a word, progress toward e-government has been uneven. Consider the experience of the U.S. federal government as seen through the Administration's internal report card on the subject.

In the *President's Management Agenda Scorecard* for the second quarter of FY 2008, (a) more than half of all federal agencies have a worrisome status of yellow or red; and (b) only three of 26 — 12 percent — federal agencies had their act together and were still moving forward on a handful of priorities. Singling out the priority of most interest here, 20 agencies were making green-level progress on e-government but 17 were digging out of a hole (14 yellow, 3 red) on the status measure.⁷ Ironically, the reddest of the red status belonged to the Department of Commerce.

The Economist provides a sobering albeit snippy assessment of e-government in the United Kingdom and the United States.⁸ Interestingly, the British publication points to the American capitol as a rare find. It calls out the Washington, D.C., portal⁹ and an allied suite of mashups and wikis as a hopeful example of how bureaucracies can be responsive to the public's needs and simplify service delivery.

Public-sector portals originated as equal parts veneer (to mask the complexity) and shared service (which previously discrete agencies could present themselves through a common face and be supported by shared infrastructures), while extending the value of data from legacy systems.

More on the use of such Web 2.0 entry points follows later in the paper, but, first, it is worth unpacking *The Economist's* main critique that e-government is a pale imitation of the dot-coms. Indeed, Amazon.com Inc. (despite some bumps along the way) has maintained — even polished — its reputation as the gold standard for online transactions. The information and transactions are reliably approachable, findable and actionable. The interface is appealing, intuitive and consistent each time a transaction occurs. Search and navigation are constantly learning from users about how they look for what they want and return more relevant results (including book or music recommendations). Moreover, it is easy to act on what you find. In many cases, a single click will complete the transaction — whether the item is purchased directly from Amazon or its expansive network of independent agents or resellers.

That said, *The Economist* may give the private sector too much credit for delivering the same services and the same level or quality of service across channels. The magazine's argument that e-government is a pale imitation of the dot-coms would have greater resonance if the private sector actually delivered consistent, seamless online experiences. Many customers of large banks routinely encounter false starts and dead ends in managing their accounts online. Much of online banking stretches a thin veneer over dissimilar and previously discrete operating units, coming as it does with considerable variation by geography and lines of business. Through mergers and acquisitions, banks are now more of a federated environment than a unified enterprise. Banks and other corporations that have acquired, developed and even spun off business units face the challenge of presenting a common front end that masks the complexity, diversity and stubbornly separate infrastructures at the back end. That gives them much in common with the federated environment that is government.

Public-sector portals originated as equal parts veneer (to mask the complexity) and shared service (which previously discrete agencies could present themselves through a common face and be supported by shared infrastructures), while extending the value of data from legacy systems.

All of this is the work of the original Web (the one without a version number) and the repetitive process of making incremental improvements over time en route to a transformation in the relationships between citizens and their government.

This Old Portal rehearses the basics of making sure the portal is sustainable from the start and captures some of the lessons learned from the first decade of public-sector portals.

Many public portal operators have worked hard over the years to be "Amazon-dot-govs" — approachable, findable and actionable — to the communities they serve. Among them are state portals in Alabama, Arkansas, California, Maine, Utah and Washington and local counterparts as diverse as Las Vegas, Nev., Killeen, Texas, Louisville, Ky., Oakland County, Mich., San Diego County, Calif., and Wake County, N.C. The list is not exhaustive but each portal received positive recognition or awards for changing the way the public's business is accomplished.

Portals have been helpfully subversive as a catalyst for making federated environments act more like an enterprise. The Massachusetts Common Intake portal integrates screening, intake and eligibility across a range of health and human service offerings. In Virginia, TurboVet combines a Wizard-style question-and-answer interface to ensure veterans

receive the benefits for which they are eligible, while a social network creates a forum for soldier-to-soldier advice. And in Hawaii, one-stop online services integrate the rules of multiple agencies to help entrepreneurs register new businesses and ensure that potential government contractors are compliant with the state's procurement regulations.

The story is the same at the infrastructure or shared services level. Twenty-one states rely on a single company to manage their portals and add transactions to their suite of online services. For its part, Newport News, Va., has been a driving force in the use and promulgation of an open source content management system. Still below the hood, Utah, South Carolina, Arkansas, Kansas and Idaho are among the states that provide common payment engines to process transactions from hundreds of online applications for both state and local government agencies. And in Washington state, King County's security portal puts a secure wrapper around its agencies' applications.

So, what do we have to show for approximately 13 years of the portal? The action and much of the value has been realized through the hundreds of applications and transaction types that stand behind the portal.

The Center for Digital Government's *Digital States* survey provides a longitudinal view of the implementation of online services in 25 categories. As Figure 1 demonstrates, there has been: (a) significant growth in the last four years; and (b) implementation rates have topped out in many of the categories.

Significantly, those applications with the lowest implementation rates are those that require more sophisticated inputs to complete the transactions — VIN validations, vital records, credential lookups and driver's license renewal among them. These categories lag the others because they are tougher nuts to crack. The harder work requires rethinking the data sharing needed to complete the transaction. The data exist somewhere, and the Web 2.0/3.0 challenge and opportunity is to get the data from where they are to where they are needed. This involves machine-to-machine Web services — the type of Web service that we don't think about because it is intangible. By definition, it does not involve human intervention or — the way the machines see it — human latency.

These Web services are well-suited for what Nick Carr, author of *Does IT Matter?* and former executive editor of the *Harvard Business Review*, called cheap, utility computing — alternatively known as cloud computing or software as a service (SaaS). These are variations on a theme that has been around for some time. They are heirs to the Application Service Provider (ASP) model and have much in common

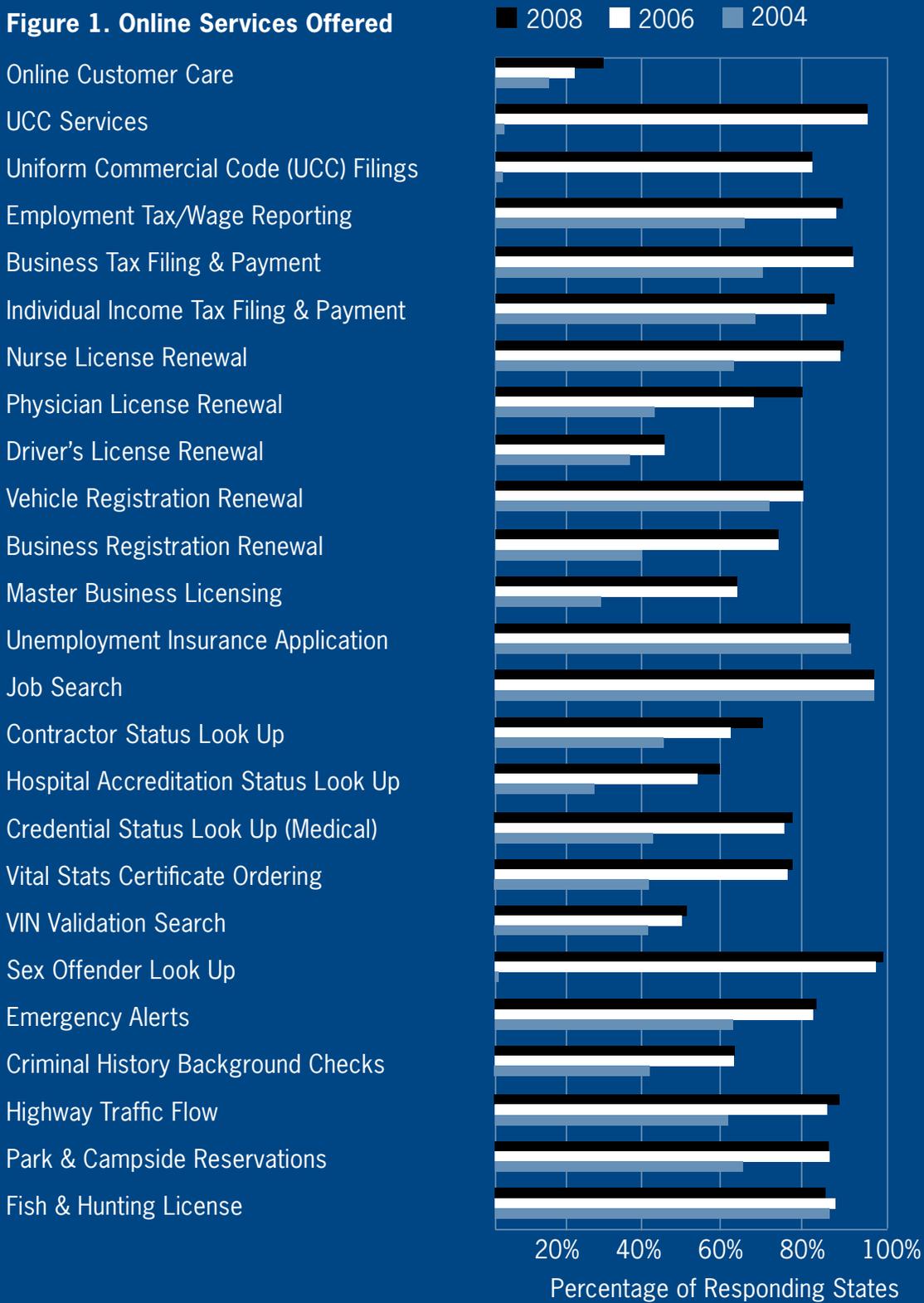
with the so-called self-funded portal model, in which the infrastructure, application development and ongoing support are managed by the private sector at no upfront cost to government agencies or taxpayers. Carr correctly describes an approach that, while not new, has matured to the point where it can take its place in a mix of mission-critical platforms. Carr condensed his argument for *The Big Switch*¹⁰ to three irreducibly complex bumper stickers:

1. Harness the worldwide computer (an old term Carr resurrected to describe the cumulative effect of utility computing);
2. Rethink the interface (which necessarily includes man-to-machine and machine-to-machine Web services); and
3. Reengineer the infrastructure (to make room for utility computing in the mix of platform choices).

The new platforms allow government to shift its focus from owning infrastructure to exercising it. It has been a long time coming.

In the dozen years since its introduction, e-government — and its cornerstone, the portal — has matured from a project to a platform. The distinction is an important one. Marc Andreessen, the co-creator of the browser, observes, "A 'platform' is a system that can be programmed and therefore customized by outside developers — users — and in that way, adapted to countless needs and niches that the platform's original developers could not have possibly contemplated, much less had time to accommodate."¹¹ In Andreessen's experience, the browser became an accidental platform. In government, the portal was envisioned early on as a platform for organizing government service delivery in one place. It just took a while for them to realize the potential.

Figure 1. Online Services Offered



II. GOING MOBILE AND GOING SOCIAL

Government as your BFFL¹² — anytime, anywhere

If e-government has been perfected, it has been perfected for the desktop or laptop experience — a 13- to 20-inch screen viewed from about 2 feet away. State portals in South Carolina, Indiana, Virginia, California, Nebraska and Colorado demonstrate that design still matters when considering look, feel and functionality. Design is dynamic and a recent list from Mashable ranks the 10 most beautiful social networks (See sidebar: *Beauty in the Eye of the Beholder*),¹³ providing a stark contrast in look and feel to conventional Web design. It points to the differences in tastes of those who came of age with the original Web and those who have come into their own with Web 2.0.

Going social begins by tapping the MySpace and Facebook communities to attract “friends” and “fans” to the portal with a view to driving traffic back to important service offerings. It builds from there to include posting videos on YouTube (fundamentally reinventing the public service announcement and making government more transparent);

BEAUTY IN THE EYE OF THE (MILLENNIAL) BEHOLDER

Images from what Mashable considers the most beautiful social networks wash over the audience, followed by a question — do any of your sites look like any of these?

1. Virb
2. Trig
3. PureVolume
4. my.9rules
5. Pownce
6. Flickr
7. Threadless
8. Shelfari
9. Beautiful Society
10. Humble Voice

Do they? See for yourself. And consider that design does matter if public agencies are to serve (and be seen as relevant by) the demographic cohort that is native to the net.

SOCIAL NETWORKS

By establishing a presence on social networks such as the following, government can meet constituents in their preferred environments:

- Ning
- Twango
- Facebook
- Nexo
- MySpace
- Twitter

using folksonomies to help curate archival photos through Flickr; publishing police blotters and hosting policy hearings on Twitter; connecting information and services to their geography through mashups of online mapping and wikis; and tapping people with common concerns and needs to help each other through Ning, Nexo, Twango and other social networking sites.

States as diverse as Virginia, Utah, Rhode Island and South Carolina have embraced Web 2.0 entry points for their portals. At first blush, it might seem quaint or gimmicky for a portal to have “friends” on MySpace, Facebook, Ning, Nexo or any number of other social networks. But the genius of making friends is that it places government in the middle of social networks (which, by definition, are places where people like to congregate) rather than expecting people to find a government Web site without an introduction through a trusted environment. The social networking entry point is on the citizens’ turf, and the engagement is on the citizens’ terms. They link back to the portal, which has been effectively repositioned as a non-exclusive door to the suite of services and information that stands behind it. In other words, being a friend on social networks helps government act more like the public it serves.

There are other dimensions to the Web 2.0 reconsideration of the portal. Virginia.gov has introduced a number of Google gadgets, which add useful features and functions to the presentation of information and services. Interestingly, there is an open source dimension to gadget making. Open Social is a standard way to build new features or widgets and plug them into social networks all over the Web, including social networks such as Facebook, MySpace and Ning.¹⁴

Making information and transactions developed for the desktop browser useful and actionable from nomadic devices with postage stamp-sized screens becomes more important as growing numbers of users eschew landlines and PCs for mobile phones and other untethered devices. By mid-2008, one-third of American households had abandoned conventional phone service in favor of mobile phones. The number of cellular alone homes jumps to two-thirds in households headed by people under the age of 30.¹⁵

There are now entire generations for whom the native environment is not radio and television but social operating systems, collective intelligence, data mashups, grassroots video, collaboration Webs and mobile broadband. They expect more of online communities than those who came of age somewhere between the TV and the PC. As the Internet returns to its social roots through Web 2.0 features such as blogs, wikis, social networks, mashups and viral video, the new features are rapidly adopted by a large and growing user base who expects nothing less.

With the digital majority, government and its agents have an opportunity to follow citizens home or to work or to their preferred 'third place' — but not in a creepy way — to monitor satisfaction with the services they receive. Of course, the third place may not just be the corner coffee shop but almost anywhere in an uncontrolled environment, which is exactly where timely access to actionable information and transactions are more valuable to the recipient than under more conventional circumstances.

With the digital majority, government and its agents have an opportunity to follow citizens home or to work or to their preferred 'third place' — but not in a creepy way — to monitor satisfaction with the services they receive.

Even as work continues to finish what states started in their transition to online service delivery, the 2008 *Digital States* survey results indicate there has been wide-scale experimentation and significant adoption of collaborative Web 2.0 technologies among public agencies. Listservs, the long established Web 1.0 tool used by more than two-thirds of states (60 percent), have been joined by wikis in one-quarter (26 percent) for sharing information of common interest and concern. RSS feeds — alternatively known as Really Simple Syndication, RDF Site Summary or Rich Site

TWEET ME: THE NEW WATER COOLER CHATTER

California Department of Vehicles:
http://twitter.com/CA_DMV

California Gov. Schwarzenegger:
<http://twitter.com/schwarzenegger>

CALPERS: <http://twitter.com/CalPERS>

Colorado: <http://twitter.com/coloradogov>

Kentucky: <http://twitter.com/kygov>

Louisville, Ky.: <http://twitter.com/louisvillekygov>

Louisville, Ky., Metro Government Events
Calendar: <http://twitter.com/loukyevent>

Maine: http://twitter.com/www_maine_gov

Michigan Gov. Granholm:
<http://twitter.com/govgranholm>

Michigan Lt. Gov. Cherry:
<http://twitter.com/johncherry>

Nebraska: <http://twitter.com/nebraskagov>

Rhode Island: <http://twitter.com/rigov>

South Carolina: <http://twitter.com/SCGOV>

Utah: <http://twitter.com/UtahGov>

Vermont: <http://twitter.com/vermontgov>¹⁶

Summary — are common (90 percent) for broadcasting information to interested users, and almost three-quarters of states (72 percent) are using podcasts somewhere within the executive branch. Just less than half of states are using text messaging (49 percent), mashups (46 percent) and blogs (44 percent).

Government is also beginning to tweet. That is, tweet as in the verb form of Twitter, a micro-blogging service based on short messages or "tweets" that can be sent via PC, phone, instant message and numerous third-party applications. The accompanying sidebar, Tweet Me, provides subscription links to a sampling of public twittering. A certain insider status is conferred on Twitter users who can follow developments on matters of shared interest through short messages from public officials and agencies. Vermont, Kentucky, Colorado, Utah and Rhode Island are early adopters of Twitter.

The social impulses of Web 2.0 are also evident in the penchant to share things online — views, music and photos. And it isn't just cell phone photos or pictures from your last vacation. The National Archives of the Library of Congress

made a small portion of its 14 million photos available more widely by posting them online. Instead of building an online photo archive of its own, it opted to partner with the commercial photo sharing site, Flickr. The Library's goals were threefold:

1. to share photographs from the Library's collections with people who enjoy images but might not visit the Library's Web site;
2. to gain a better understanding of how social tagging and community input could benefit both the Library and users of the collections; and
3. to gain experience participating in Web communities who are interested in the kinds of materials in the Library's collections.¹⁷

In short, the Library's Flickr experiment explored the wisdom of crowds and the use of folksonomies in helping to curate part of its collection. And here as well, a revered public institution is learning to act more like the public it serves.

The anytime, anywhere access also has the secondary benefit of saving trips to the library itself — an issue that has recently taken on added significance. Still, at first blush, Web 2.0 seems like uncharted territory to public officials and policy-makers. There is a tendency in some jurisdictions to stay on the sidelines until the benefits of social media are proven somewhere else. It is important to remember that public agencies are not starting from scratch in this foray into Web 2.0: The policy framework, support and political will that grew out of the original e-government movement provide a solid foundation on which to stand in experimenting with — and, ultimately, implementing — Web 2.0 features that encourage greater public engagement and deliver against public expectations in an increasingly social, mobile and hyper-localized world.

III. GOING GREEN AND GOING HOME

Sustainability by saving trips at both ends of the transaction

The portal and online service delivery saves trips for the public and employees alike. When large volumes of routine transactions move from conventional front-counter delivery to the network, it takes people and cars off the road and contributes to jurisdictions' ability to meet their climate protection goals.

In a recent straw poll of state CIOs and their associates, 60 percent said the sustainability movement may finally provide telework with the traction it has needed.¹⁸ The rationale is that any shift in power usage by sending public employees home is more than offset by the fuel savings and other environmental benefits realized by taking cars off the road.

With the green-inspired move, e-government has now proven its operational value in ways analogous to what the automated teller machine (ATM) did to banking hours 25 years ago or what online banking did for self-service banking in the last decade.

The Commonwealth of Virginia has taken a disciplined approach to telework. The state's scheme is anchored by legislative direction to meet telework goals by certain dates. The governor has responded with a structure for ensuring productivity and energy savings as public employees integrate telework into their work lives. The executive branch offsets only a modest list of telework essentials in terms of equipment, connectivity and supplies. The upfront restraint is a deliberate effort to ensure that going green saves green, rather than adding a new layer of cost to state operations.¹⁹

But how do you send public employees home without a degradation of the availability of public services? The long list of online self-service transactions in Figure 1 points to at least part of the answer. The good news is that the high

implementation rates for most of the services suggest that they are ready to contribute to sustainability efforts. The bad news is that the tougher, more complex transactions are not available in all states, limiting the opportunity for quick and sustainable wins. The word *quick* deserves qualification. More properly, the ready availability of online self-service is more accurately described as payment of a dividend for decisions and investments made years ago.

Such a green dividend from e-government is seen clearly in Utah where Gov. Jon Huntsman Jr. implemented a four-day work week for state employees in August 2008. The move promised to save trips, but the Utah plan called for closing governments each Friday. Closed buildings can go dark and cold, netting energy and cost savings from reduced heating, air conditioning and lighting use.

But still, what about service delivery during a four-day government work week? The governor was satisfied that the state portal, Utah.gov, and its suite of more than 600 online transactions, were sufficiently broad and deep that the public would be able to conduct business with its government even when the buildings were dark and the employees were at home.²⁰

With the green-inspired move, e-government has now proven its operational value in ways analogous to what the automated teller machine (ATM) did to banking hours 25 years ago or what online banking did for self-service banking in the last decade. But Utah's move was more than that.

The governor was clear on this point — the state could not and would not have introduced a four-day work week with all of its sustainability-related benefits without a mature e-government platform to keep services available. The single act in Utah is more than symbolic. It is the validation of a long-held view that e-government could be — and is — transformational.

CONCLUSION

*Crisis, complications
and the power of an idea*

"Only a crisis, real or perceived, produces real change. When that crisis occurs, the actions that are taken depend on the ideas that are lying around."

- Milton Friedman

The closing years of the first decade of the 21st century are likely to be remembered for their complexities and crisis. We would do well to remember Milton Friedman's observation.

As with past crises, there will be "ideas that are lying around." E-government is one such idea. As ideas, e-government, the portal and the larger campaign for government modernization are unique among others lying around in that they have a proven track record. They are lying around in the sense of their latent potential to change the cost structure and service delivery stance of government. If not e-gov, then what? If not now, when?

Real life has intruded on business as usual and government as usual. The historic analogies used to describe the current chapter of the country's economic life are pretty bleak. Mistakes and misdeeds have shaken faith in the nation's financial structures and, to a certain extent, its future. But Americans, by nature, enjoy an enduring optimism. History also suggests that, buoyed by that unique national optimism, Americans have dusted themselves off and gone on to make a better place of what their forbearers had made of this land.

Winston Churchill famously captured the sentiment less romantically when he concluded that Americans always do the right thing ... but only after exhausting all the other possibilities. Atom-based institutions are exhausted, crushed under the weight of paper-based processes and brick-and-mortar edifices that have declined into mausoleums to tired and discredited bureaucracies. Do you suppose there are any good ideas lying around?

ENDNOTES

- 1 Naomi Klein, *The Shock Doctrine: The Rise of Disaster Capitalism*, Paperback, New York: Metropolitan Books/ Henry Holt and Company (2008).
- 2 See Milton Friedman quotes at http://en.wikiquote.org/wiki/Milton_Friedman.
- 3 Pew Internet and American Life Project, September 2007.
- 4 Nielsen//NetRatings, *US Broadband Connections Reach Critical Mass, Crossing 50 Percent for Web Surfers*, Aug. 18, 2004. (http://www.nielsen-netratings.com/pr/pr_040818.pdf)
- 5 Netpop, *Portraits: Time and How They Spend It*, 2006. (www.netpopresearch.com)
- 6 According to Acronym Finder, BFFL is generally expanded to read Best Friends For Life. (<http://www.acronymfinder.com/BFFL.html>)
- 7 The archive of the executive management scorecards are available at <http://www.whitehouse.gov/results/agenda/scorecard.html>.
- 8 "The Electronic Bureaucrat," *The Economist*, Feb. 14, 2008. (http://www.economist.com/surveys/displaystory.cfm?story_id=10638002)
- 9 The District of Columbia portal that caught the attention of *The Economist* is available at <http://www.dc.gov>.
- 10 Nicholas Carr, *The Big Switch: Rewiring the World, from Edison to Google*, New York: W. W. Norton and Company, 2008.
- 11 See blog post on platforms by Marc Andreessen, "The Three Kinds of Platforms You Meet on the Internet," Sept. 16, 2007 at <http://blog.pmarca.com/2007/09/the-three-kinds.html>.
- 12 According to Acronym Finder, BFFL is generally expanded to read Best Friends For Life. (<http://www.acronymfinder.com/BFFL.html>)
- 13 Stan Schroeder, "10 Most Beautiful Social Networks," Mashable, July 9, 2007. (<http://mashable.com/2007/07/09/beautiful-social-networks>)
- 14 Marc Andreessen, "Friend Connect, Open Social, Ning, and the Web," May 18, 2008 at <http://blog.pmarca.com/2008/05/friend-connect.html>.
- 15 Alan Fram, "3 in 10 Get All or Most Calls on Cell Phones," The Associate Press (AP), May 14, 2008.
- 16 Twitter subscription list compiled by Joseph Morris of the Center for Digital Government, August 2008.
- 17 Library of Congress Prints and Photographs Division, *Library of Congress Photos on Flickr: Frequently Asked Questions*. (http://www.loc.gov/rr/print/flickr_pilot_faq.html)
- 18 Paul W. Taylor, "The Greening of the Public CIO," [govtechblogs.com](http://www.govtechblogs.com), Sept. 23, 2008. (<http://www.govtechblogs.com/fastgov/2008/09/greening-of-the-public-cio.php>)
- 19 Conversation with Peggy Ward, chief information security officer of the Commonwealth and VITA internal audit officer, Commonwealth of Virginia, Milwaukee, WI: Sept. 23, 2008.
- 20 Conversation with Steve Fletcher, chief Information officer, State of Utah, Milwaukee, WI: Sept. 23, 2008.

© 2008 e.Republic, Inc. All rights reserved.
100 Blue Ravine Road
Folsom, CA 95630
916.932.1300 phone
916.932.1470 fax
www.centerdigitalgov.com

Underwritten by:



NIC is the nation's leading provider of eGovernment portals, online services and secure payment processing solutions. It builds, manages and markets online services for 21 states and hundreds of local governments. Its solutions simplify time-consuming processes, increase efficiencies and reduce costs for government agencies and the constituents they serve. www.nicusa.com



The Center for Digital Government, a division of e.Republic, Inc., is a national research and advisory institute on information technology policies and best practices in state and local government. Through its diverse and dynamic programs and services, the Center provides public- and private-sector leaders with decision support, knowledge and opportunities to help them effectively incorporate new technologies in the 21st century.

Acknowledgments:

Paul W. Taylor, Ph. D., Chief Strategy Officer for the Center for Digital Government and Center for Digital Education



Iowa Interactive Bi-Monthly Update
to the
IOWAccess Advisory Council
for the months of
March and February 2009



MARCH

TRANSACTION VOLUME

<u>Partner</u>	<u>Application</u>	<u>2009 Volume</u>	<u>2008 Volume</u>	<u>Difference</u>
Dept. Natural Resources	Campground Reservations	2,348	2,215	6.00%
Dept. Natural Resources	Call Center Reservations	251	328	-23.48%
Dept. Natural Resources	Changes and Cancellations	126	138	-8.70%
Dept. of Transportation	DLR Lookup	120,943	66,199	82.70%
Iowa Bureau of Professional Licensure	License Renewal	3344	3499	-4.43%
Professional Licensing Division	Online Renewal	0	0	
Professional Licensing Division	Admin Tool- Letters of Good Standing	57	30	90.00%
Plumbers & Mechanical Engineers	License Renewals	1,672	0	
Electricians	Permits \$50.00 or Less	191	0	
Electricians	Permits Greater Than \$50.00	324	0	

APRIL TRANSACTION VOLUME

<u>Partner</u>	<u>Application</u>	<u>2009 Volume</u>	<u>2008 Volume</u>	<u>Difference</u>
Dept. Natural Resources	Campground Reservations	3,738	3,517	6.28%
Dept. Natural Resources	Call Center Reservations	494	497	-0.60%
Dept. Natural Resources	Changes and Cancellations	306	352	-13.07%
Dept. of Transportation	DLR Lookup	116,144	69,152	67.95%
Iowa Bureau of Professional Licensure	License Renewal	403	566	-28.80%
Professional Licensing Division	Online Renewal	0	0	
Professional Licensing Division	Admin Tool- Letters of Good Standing	40	37	8.11%
Plumbers & Mechanical Engineers	License Renewals	2,626	0	
Electricians	Permits \$50.00 or Less	387	0	
Electricians	Permits Greater Than \$50.00	669	0	

MARCH EXISTING PROJECT DEVELOPMENT ACTIVITY

Partner	Application/Website	Code Rolls	Issues/Bugs	Enhancements
Department of Public Health	https://eservices.iowa.gov/pmsb/	1	3	3
Department of Public Safety	https://iowaelectrical.gov	1	2	6
TOTAL		2	5	9

APRIL EXISTING PROJECT DEVELOPMENT ACTIVITY

Partner	Application/Website	Code Rolls	Issues/Bugs	Enhancements
Department of Public Health	https://eservices.iowa.gov/pmsb/	1	3	3
TOTAL		1	3	3

MARCH CONTENT MANAGEMENT ACTIVITY

Partner	Application/Website	Code Rolls/Maintenance Requests
Office of the Governor-Main Site	http://www.governor.iowa.gov/	64
Office of the Governor-Office of Drug Control Policy	http://www.iowa.gov/odcp/	9
IOWAccess-Iowa.Gov	www.iowa.gov	25
Employers Disability Resource Network	http://www.edrnetwork.org	3
Office of the Governor-Recovery Iowa	recovery.iowa.gov/	10
Office of Energy Independence	www.energy.iowa.gov	9
Iowa Civil Rights Commission	http://www.state.ia.us/government/crc/index.html	12
Iowa Commission on the Status of African Americans	http://www.state.ia.us/government/dhr/saa/index.html	1
Early Childhood Iowa	http://www.state.ia.us/earlychildhood/	23
Iowa Agricultural Development Authority	www.iada.state.ia.us	2
Iowa Department of Management	www.dom.state.ia.us	16
TOTAL		174

APRIL CONTENT MANAGEMENT ACTIVITY

Partner	Application/Website	Code Rolls/Maintenance Requests
Office of the Governor-Main Site	http://www.governor.iowa.gov/	63
Office of the Governor-Office of Drug Control Policy	http://www.iowa.gov/odcp/	6
IOWAccess-Iowa.Gov	www.iowa.gov	25
Office of the Governor-Recovery Iowa	recovery.iowa.gov/	6
Office of Energy Independence	www.energy.iowa.gov	9
Iowa Civil Rights Commission	http://www.state.ia.us/government/crc/index.html	8
Iowa Commission on the Status of African Americans	http://www.state.ia.us/government/dhr/saa/index.html	1
Early Childhood Iowa	http://www.state.ia.us/earlychildhood/	22
Iowa Agricultural Development Authority	www.iada.state.ia.us	2
Iowa State Records Commission	http://www.iowasrc.org/	1
Iowa Department of Management	www.dom.state.ia.us	11
TOTAL		154



NEW PROJECTS THAT HAVE GONE LIVE

<u>Partner</u>	<u>Project</u>	<u>URL</u>	<u>Date</u>	<u>Description</u>
Department of Public Safety	Permits and Inspections	https://iowaelectrical.gov/	3/2/2009	A web application that allows the Iowa Department of Public Safety Fire Marshal's Office to administer a state wide permit purchase application with an accompanying inspection application for the field inspectors. Also features an administrative tool so DPS office staff can manage all aspects of the program.
Department of Public Health	Plumbers and Mechanical Contractors Licensing Administrative Tool	https://eservices.iowa.gov/pmsb	3/3/2009	A web application that allows the Iowa Department of Public Health Plumbing and Mechanical Contractor Board to complete all office functions necessary in managing licensees through a web interface.
Governor's Office	Recovery Iowa	http://recovery.iowa.gov/	3/6/2009	The Governor's static website to track funds received from the American Recovery and Reinvestment Act.
Department of Management	Community Empowerment	http://www.empowerment.state.ia.us/	3/16/2009	A redesigned static website for the Department of Management's Community Empowerment Division.
Department of Public Safety	Iowa Statewide Interoperable Communication Systems Board	http://isicsb.iowa.gov/	3/23/2009	A new static website for the Department of Public Safety. This new website will serve as the location for all who will be tracking that status and progress of the Iowa Statewide Interoperability Communications System Board.
PERB HealthCare Survey Project Change Request	Dynamic Application	https://eservices.iowa.gov/iowaperb/healthsurvey/	4/15/2009	The changes made to the Public Employment Relations Board Healthcare Survey will allow for better administration of the survey entered and submitted. Administrators will now be able to manage both the Employer and Employee information entered into the system. The survey results are now tied to a plan year and only one survey may be added per plan year. The public can now access submitted surveys from PERB's homepage
Detention Center Application	Dynamic Application	https://detentioncenter.iowa.gov/	4/20/2009	A web application that will allow CJP more timely data entry and management, better data quality, and better data security.
Website Redesign	Static Website	http://www.dom.state.ia.us/	4/27/2009	Redesign of the Department of Management portal site that includes a new look and feel and improved site data architecture



IOWAccess Advisory Council

IOWAccess Revolving Fund Project Application

Proposing agencies should complete and submit Parts I, II and III to request Planning approval, then complete and submit Parts IV and V to request Execution approval.

Part I - Project Information

Date:	May 6, 2009
Agency Name:	Department of Public Safety, Division of Criminal Investigation
Project Name:	Breath Alcohol Program Records
Agency Manager:	James Bleskacek
Agency Manager Phone Number / E-Mail:	515-725-1500 bleskace@dps.state.ia.us
Executive Sponsor (Agency Director or Designee):	
Initial Total for Planning:	\$70,000
Initial Total for Execution:	\$150,000
Initial Total for all Phases of Project, if Multi-Phased:	\$
Project Timeline: (estimate start and end dates for project spending)	Scope Start Date: Jan 7, 2009 Scope End Date: March 4, 2009 Planning Start Date: May 18, 2009 Planning End Date: Nov 1, 2009 Execution Start Date: Nov 16, 2009 Execution End Date: May 1, 2010
Revised Total for Planning and Execution:	\$220,000.
Revised Total for all Phases of Project, if Multi-Phased:	\$

Part II - Project Overview

A. Project Summary: Describe the nature and use of the proposed project, including what is to be accomplished, how it will be accomplished, and what the costs and benefits will be.

Response: The goal of this project is to provide the public access to maintenance reports, accuracy reports and individual reports for the Breath Alcohol Testing equipment. There are currently 183 instruments statewide. These instruments are managed and tested by the Department of Public Safety (DPS) Division of Criminal Investigation (DCI) Crime Lab. With those instruments, 15,000 to 18,000 tests are administered annually. DCI staff members receive from one to six discoveries weekly which must be answered. One of the purposes of this project is to automate those requests. Members of the public, to include the media and Mothers Against Drunk Drivers (MADD), have also expressed an interest in the information which will be provided.

An additional item to this project is the training of law enforcement personnel. Law enforcement personnel are required to receive training before they may administer tests using the Breath Alcohol equipment. They must then receive recertification training every five years. The website will allow the recertification training to be conducted on line. This will eliminate the need for DCI personnel to travel to administer the training or law enforcement personnel to travel to receive the training.

B. Strategic Plan: How does the proposed project fit into the strategic plan of the requesting agency?

Response: The DCI Crime Lab is tasked with owning, administering and testing the Breath Alcohol Test equipment. They are also tasked with providing the information on the machines to the public and in court. DPS would like to provide as much public information as possible in a manner that makes it easily accessible at all times to the public. This project will provide a means to disseminate the public records and information as it pertains to the Breathalyzer equipment and tests.

C. Current Technology: Provide a summary of the technology used by the current system. How does the proposed project impact the agency's technological direction? Are programming elements consistent with a Service Oriented Architecture (SOA) approach? Are programming elements consistent with existing enterprise standards?

Response: Currently, a person must request the records from the DCI. The DCI employee must then obtain the records from their database and files. The information is then provided to the requestor.

This project is in alignment with the DPS direction in providing public information in an easily accessible manner.

The programming elements are consistent with an SOA approach. Elements from existing projects will be used as much as possible in the development of this project.

The programming elements have been reviewed with ITE and DPS to ensure they are consistent with existing enterprise standards.

D. Statutory or Other Requirements

Is this project or expenditure necessary for compliance with a Federal law, rule, or order?

YES (If "Yes", cite the specific Federal law, rule or order, with a short explanation of how this project is impacted

by it.)

Response: No

Is this project or expenditure required by state law, rule or order?

YES (If "YES", cite the specific state law, rule or order, with a short explanation of how this project is impacted by it.)

Response: No

Does this project or expenditure meet a health, safety or security requirement?

YES (If "YES", explain.)

Response: No

Is this project or expenditure necessary for compliance with an enterprise technology standard?

YES (If "YES", cite the specific standard.)

Response:

[This section to be scored by application evaluator.]

Requirements/Compliance Evaluation (15 Points Maximum)

If the answer to these criteria is "no," the point value is zero (0). Depending upon how directly a qualifying project or expenditure may relate to a particular requirement (federal mandate, state mandate, health-safety-security issue, or compliance with an enterprise technology standard), or satisfies more than one requirement (e.g. it is mandated by state and federal law and fulfills a health and safety mandate), 1-15 points awarded.



E. Impact on Iowa's Citizens

1. Project Participants - List the project participants (i.e. single agency, multiple agencies, State government enterprise, citizens, associations, or businesses, other levels of government, etc.) and provide commentary concerning the nature of participant involvement. Be sure to specify who and how many **direct** users the system will impact. Also specify whether the system will be of use to other interested parties: who they may be, how many people are estimated, and how they will use the system.

Response: This project will directly affect state government employees in that the time needed to obtain and provide the information to the public will be greatly reduced. Currently, the agency receives one to six requests weekly for this information. This will eliminate the need to call the agency to obtain the information. The user may access the information on line. This project will provide a means for attorneys to quickly obtain the information that is needed for court cases. It will also provide the public user with a way to very quickly and easily obtain records.

This will also provide the agency staff with a means of obtaining the information if they are not located at the main building. State, county and city law enforcement agencies will be able to obtain records on the machines in their possession at any time. They will also be able to review a particular case as needed.

An additional benefit will be the access to reports. Law Enforcement agencies will be able to quickly determine the time of year, week and day that most Driving While Under the Influence (DUI) charges are imposed. This will enable them to plan their policies to accommodate the increase or decrease in DUI cases.

2. Service Improvements - Summarize the extent to which the project or expenditure improves service to Iowa citizens or within State government. Included would be such items as improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, etc.

Response: Attorneys will no longer have to depend on the normal working hours of the DCI Crime Lab staff members to obtain information. The user will be able to review the information, determine if they need an actual printed copy of the information and, if needed, print the information. The information can be obtained at any time.

The public will have access to the easily obtainable data at all times. The website will also provide many more details that have not been able to be accessed by the public.

The DCI staff will no longer be required to spend time looking up the information and printing the information to be delivered to the requesting party. This will enable a great savings on time, printing costs and mailing costs.

3. Citizen Impact – Summarize how the project leads to a more informed citizenry, facilitates accountability, and encourages participatory democracy. If this is an extension of another project, what has been the adoption rate of Iowa's citizens or government employees with the preceding project?

Response: The information is public knowledge. This project will provide the citizens with the information that has always been available but hard to obtain. In many cases, the public was not aware of the information that is available. Citizens will also have access to information concerning the number of tests given by law enforcement agencies as well as when more people are inclined to fail the tests. This information can be used for many purposes. The information can also be used by the news media and organizations such as MADD and the Automobile Association of America (AAA).

4. Public Health and/or Safety – Explain requirements or impact on the health and safety of the public.

Response: In knowing when more DUI offenses are committed, this will enable law enforcement agencies to take more preventive actions during the times of increases activity.

[This section to be scored by application evaluator.]
Impact Evaluation (15 Points Maximum)

- Minimally directly impacts Iowa citizens (0-5 points).
- Moderately directly impacts Iowa citizens (6-10 points).
- Significantly directly impacts Iowa citizens (11-15 points).



[This section to be scored by application evaluator.]

Customer Service Evaluation (10 Points Maximum)

- Minimally improves customer service (0-3 points).
- Moderately improves customer service (4-6 points).
- Significantly improves customer service (7-10 points).



F. Scope

Is this project the first part of a future, larger project?

- YES (If "YES", explain.) NO, it is a stand-alone project

Response:

Is this project a continuation of a previously begun project?

- YES (If "YES", explain.)

Response:

[This section to be scored by application evaluator.]

Scope Evaluation (10 Points Maximum)

- This is the first year of a multi-year project / expenditure or project / expenditure duration is one year (0-5 points)
- The project / expenditure is of a multi-year nature and each annual component produces a definable and stand-alone outcome, result or product (2-8 points).
- This is beyond the first year of a multi-year project / expenditure (6-10 points)



The last part of this criteria involves rating the extent to which a project or expenditure is at an advanced stage of Execution and termination of the project / expenditure would waste previously invested resources.

G. Source of Funds

On a fiscal year basis, how much of the total project cost (\$ amount and %) would be absorbed by your agency from non-Pooled Technology/IOWAccess funds? If desired, provide additional comment / response below.

Response: Development and first year hosting funding is anticipated to come from lowAccess. After the first year of the project being in production, the agency will absorb 100% of the ongoing operational and maintenance costs.

[This section to be scored by application evaluator.]

Funds Evaluation (5 Points Maximum)

- 0% (0 points)
- 1%-12% (1 point)
- 13%-25% (2 points)
- 25%-38% (3 points)
- 39%-50% (4 points)
- Over 50% (5 points)

Part III – Planning Proposal

Amount of Planning Funding Requested: \$70,000

A. Process Reengineering

Provide a *pre-project or pre-expenditure* (before Execution) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens interact with the current system.

Response: Currently, citizens requesting Breath Alcohol testing information must submit a request to DPS/DCI. This can be done in person, by phone or by sending in a request. The DCI personnel must then retrieve the requested data in a printed format. The data is then given to the citizen either by mail, fax or the person coming to the office. Our office is located on the DMACC campus in Ankeny. The citizens are not provided with reports annotating the number of cases which were tested and the results. These can only be retrieved by DCI personnel at this time.

Provide a *post-project or post-expenditure* (after Execution) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens will interact with the proposed system. In particular, note if the project or expenditure makes use of information technology in reengineering traditional government processes.

Response: The citizens will be able to quickly and easily obtain a broader range of information such as being able to search for data based on date or instrument number. They can quickly and easily obtain the information on a particular device. They will also have access to the Accuracy and Maintenance documents, certification records and Breath Record reports which have been scanned and saved into the DPS file system. Other advantages will include

the ability of the user to specify a time period and retrieve reports based on the numbers of tests during that period. Users will also be able to retrieve data based on county. This new system will also allow law enforcement personnel to become recertified online. This will eliminate the need for law enforcement personnel to travel to Des Moines for recertification.

[This section to be scored by application evaluator.]

Reengineering Evaluation (10 Points Maximum)

- Minimal use of information technology to reengineer government processes (0-3 points).
- Moderate use of information technology to reengineer government processes (4-6 points).
- Significant use of information technology to reengineer government processes (7-10).



B. Timeline

Provide a projected timeline for the Planning phase of the project. Include such items as **start date, projected end date**, planning, and database Planning. Also include the parties responsible for each item.

Begin Date for Planning: March 12, 2009 Planning will be conducted by the following:

- Project Manager – Mary Hadd, DAS/ITE
- Business Analyst – Amelia Adkins, DAS/ITE
- Customer Member – Jim Bleskacek, DPS/DCI
- Customer Member – Leon Frederick, DPS/TSB (data issues and connectivity)
- Developer (mock up screens) – as yet unnamed, DAS/ITE
- Developer (.NET) – as yet unnamed, DAS/ITE

End Date for Planning: September 4, 2009

[This section to be scored by application evaluator.]

Planning Timeline Evaluation (10 Points Maximum)

- The timeline contains several problem areas (0-3 points).
- The timeline seems reasonable with few problem areas (4-6 points).
- The timeline seems reasonable with no problem areas (7-10).



C. Spending plan

Explain how the funds will be allocated.

Customer Meetings	80 hours	\$9,614
4 team member/20 meetings with customer		
Team Meetings	100 hours	\$11,812

Detail Design	96 hours	\$11,386
Project Management	74 hours	\$8,772
Business Analysis	108 hours	\$12,583
Mock up screens	96 hours	\$11,176
Test Document	40 hours	\$4,657
TOTAL		\$70,000

D. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the Planning Financial Benefit Worksheet, # 5 below and the Execution Financial Benefit Worksheet, # IV E3, as necessary:

1. One Year Pre-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project Execution. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process prior to project Execution.

Describe One Year Pre-Project Cost:

Criminalist personnel time, paper, toner, fax toner, long distance calling charges. Additionally, the criminalist conducts an excess of 400 training classes annually. These classes are held at the DCI Lab in Ankeny as well as other areas of the state.

Quantify One Year Pre-Project Cost:

	State Total
FTE Cost(salary plus benefits): FTE criminalist @ approximately 35% of time on this matter	\$ 35,000
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.): (travel to include mileage, lodging and food and office supplies)	\$ 25,000
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	\$225
Law Enforcement Personnel (training)	1,200 personnel
Law Enforcement travel time (1,200 x 2)	2,400
Law Enforcement personnel savings for travel time (\$31 x 2,400) This savings is primarily to the county and city law enforcement agencies.	\$74,400
Total One Year Pre-Project Cost:	\$ 134,625

2. One Year Post-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project Execution. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process after project Execution.

Describe One Year Post-Project Cost:

Costs will be greatly reduced as most information currently requested can now be obtained by accessing the website.

Quantify One Year Post-Project Cost:

	State Total
FTE Cost(salary plus benefits): FTE criminalist @ approximately 5% of time on this matter	\$ 5,000
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	\$ 350

Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.): This application will be co-located with other DPS applications. At this time, it is felt all data will be retrieved from DPS databases. This eliminates the need for hosting fees.	\$0
Total One Year Post-Project Cost:	\$ 5,350

3. One Year Citizen Benefit - Quantify the estimated one year value of the project to Iowa citizens. This includes the "hard cost" value of avoiding expenses ("hidden taxes") related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses. As a "rule of thumb," use a value of \$10 per hour for citizen time.

We have used a mixed rate which includes \$10 an hour for citizens and \$100 an hour for attorneys. We estimate the attorneys' use at 60% and the general public's use at 40%.

Describe savings justification:

<u>Transaction Savings</u>	
Number of annual online transactions:	350
Hours saved/transaction:	2
Number of Citizens affected:	127
Value of Citizen Hour	Various
Total Transaction Savings:	\$44,800
Other Savings (Describe)	
Total One Year Citizen Benefit :	\$44,800

4. Opportunity Value/Risk or Loss Avoidance - Quantify the estimated one year non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc

Response: The National Safety Council of Alcohol and Other Drugs recommends that officers receive training on a periodic schedule of 5 years on the operation of evidential breath alcohol instruments. It is felt that when the laboratory becomes ISO certified in Breath Alcohol, that ASCLD (American Society of Crime Lab Directors) will follow that recommendation requiring continual training.

5. Planning Phase Cost Calculation

On a fiscal year basis, enter the **estimated** cost by funding source: Be sure to include developmental costs and ongoing costs, such as those for hosting the site, maintenance, upgrades, etc., during the **Planning Phase**.

	Current FY		Current FY +1		Current FY +2	
	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost
State General	\$0	0%	\$0	0%	\$0	0%

Fund						
Pooled Tech. Fund /IOWAccess Fund	\$56,667	100%	\$30,833	100%	\$0	0%
Federal Funds	\$0	0%	\$0	0%	\$0	0%
Local Gov. Funds	\$0	0%	\$0	0%	\$0	0%
Grant or Private Funds	\$0	0%	\$0	0%	\$0	0%
Other Funds (Specify)	\$0	0%	\$0	0%	\$0	0%
Total Project Cost	\$2,333	100%	\$46,667	100%	\$0	0%
Non-Pooled Tech./Non-IOWAccess Total	\$0	0%	\$0	0%	\$0	0%

6. Planning Financial Benefit Worksheet

A. Total One Year Pre-Project cost (Section III D1):	\$134,625	
B. Total One Year Post-Project cost (Section III D2):	\$5,350	
C. State Government Benefit (= A-B):		\$129,275
D. One Year Citizen Benefit (Section III D3):		\$44,800
E. Opportunity Value or Risk/Loss Avoidance Benefit (Section III D4):		\$0
F. Total Planning Benefit (C+D+E)	\$ 174,075	
G. Planning Phase Cost Calculation (Section III D5):	\$70,000	
Benefit / Cost Ratio: (F/G) =	2.49	
Return On Investment (ROI): ((F-G) / Requested Project Funds) * 100	148.68	

Benefits Not Readily Quantifiable - List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

Response: This project will greatly enhance the citizen's interaction with the government. Data which currently must be retrieved by submitting paperwork, waiting for the research to be completed and the return of the results will now be done on line with instant results.

This project also provides information which, at this time, is not available to the public. This information includes the number of OWI offenses by county and law enforcement agencies. It also provides information on how many offenses there are by date, month, year, time of day, etc. The reports can also provide the limits that were reached on the tests based on the previously mentioned factors. This will be an invaluable tool to the media, organizations such as MADD and law enforcement agencies.

An ad hoc report will be available to the public. This will allow the public to determine the factors needed for their reports using much of the data included in the database. The user will then be able to analyze the retrieved data in ways different from those currently performed by the agency. With the valuable insight gained from the reports, the user may then use the analyzed data for additional reports, research, to inform the public or more detailed informational purposes.

[This section to be scored by application evaluator.]

Planning Financial Evaluation (15 Points Maximum)

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).



Part IV – Execution Funding

Amount of Execution Funding Requested: \$

Amount of Hosting Requested: \$

Note: Projects developed by DAS-ITE allow first year of hosting charges

A. Timeline

Provide a projected timeline for the Execution phase of the project. Include such items as **start date**, coding, testing, deployment, conversion, parallel installation, and **projected date of final release**. Also include the parties responsible for each item.

Response:

<p>[This section to be scored by application evaluator.] Execution Timeline Evaluation (10 Points Maximum)</p> <ul style="list-style-type: none"> The timeline contains several problem areas (0-3 points). The timeline seems reasonable with few problem areas (4-6 points). The timeline seems reasonable with no problem areas (7-10). 	<input style="width: 40px; height: 20px; border: 1px solid black;" type="text"/>
---	--

B. Execution Funding Requirements

On a fiscal year basis, enter the **estimated** cost by funding source: Be sure to include developmental costs and ongoing costs, such as those for hosting the site, maintenance, upgrades, etc., during the **Execution Phase**.

	Current FY		Current FY +1		Current FY +2	
	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost
State General Fund	\$0	0%	\$0	0%	\$0	0%
Pooled Tech. Fund /IOWAccess Fund	\$0	0%	\$0	0%	\$0	0%
Federal Funds	\$0	0%	\$0	0%	\$0	0%
Local Gov. Funds	\$0	0%	\$0	0%	\$0	0%
Grant or Private Funds	\$0	0%	\$0	0%	\$0	0%
Other Funds (Specify)	\$0	0%	\$0	0%	\$0	0%
Total Project Cost	\$0	0%	\$0	0%	\$0	0%
Non-Pooled Tech./Non-IOWAccess Total	\$0	0%	\$0	0%	\$0	0%

[This section to be scored by application evaluator.]

Execution Funding Evaluation (10 Points Maximum)

- The funding request contains questionable items (0-3 points).
- The funding request seems reasonable with few questionable items (4-6 points).
- The funding request seems reasonable with no problem areas (7-10).



C. Project Budget Table

It is necessary to estimate and assign a useful life figure to each cost identified in the project budget. Useful life is the amount of time that project-related equipment, products, or services are utilized before they are updated or replaced. In general, the useful life of hardware is three (3) years and the useful life of software is four (4) years. Depending upon the nature of the expense, the useful life for other project costs will vary between one (1) and four (4) years. On an exception basis, the useful life of individual project elements or the project as a whole may exceed four (4) years.

The Total Annual Prorated Cost (State Share) will be calculated based on the following equation:

$$\left[\left(\frac{\text{Budget Amount}}{\text{Useful Life}} \right) \times \% \text{ State Share} \right] + (\text{Annual Ongoing Cost} \times \% \text{ State Share}) = \text{Annual Prorated Cost}$$

Budget Line Items	Budget Amount (1 st Year Cost)	Useful Life (Years)	% State Share	Annual Ongoing Cost (After 1 st Year)	% State Share	Annual Prorated Cost
Agency Staff	\$		%	\$	%	\$
Software	\$		%	\$	%	\$
Hardware	\$		%	\$	%	\$
Training	\$		%	\$	%	\$
Facilities	\$		%	\$	%	\$
Professional Services	\$		%	\$	%	\$
ITE Services	\$		%	\$	%	\$
Supplies, Maint., etc.	\$		%	\$	%	\$
Other	\$		%	\$	%	\$
Totals	\$		%	\$	%	\$

D. Spending plan

Explain how the funds will be allocated.

E. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the Execution Financial Benefit Worksheet, #3 below, as necessary:

1. Opportunity Value/Risk or Loss Avoidance – Quantify the estimated annual non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc.

Response:

2. Benefits Not Readily Quantifiable – List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

Response:

3. Execution Financial Benefit Worksheet – Copy items A through F from Part III (Planning Phase), Section III D6; item G is from Section IV C, above.

A. Total One Year Pre-Project cost (Section III D1):	\$	
B. Total One Year Post-Project cost (Section III D2):	\$	
C. State Government Benefit (= A-B):		\$
D. One Year Citizen Benefit (Section III D3):		\$
E. Opportunity Value or Risk/Loss Avoidance Benefit (Section III D4):		\$
F. Total Planning Benefit (C+D+E)	\$	
G. Annual Prorated Cost (From Budget Table, Section IV C):	\$	
Benefit / Cost Ratio: (F/G) =		
Return On Investment (ROI): ((F-G) / Requested Project Funds) * 100		

[This section to be scored by application evaluator.]
Execution Financial Evaluation (15 Points Maximum)

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).



Evaluation Summary

[This section to be completed by application evaluator.]

Planning Phase:

Requirements/Compliance Evaluation (15 Points Maximum)	<input type="checkbox"/>
Impact Evaluation (15 Points Maximum)	<input type="checkbox"/>
Customer Service Evaluation (10 Points Maximum)	<input type="checkbox"/>
Scope Evaluation (10 Points Maximum)	<input type="checkbox"/>
Funds Evaluation (5 Points Maximum)	<input type="checkbox"/>
Reengineering Evaluation (10 Points Maximum)	<input type="checkbox"/>
Planning Timeline Evaluation (10 Points Maximum)	<input type="checkbox"/>
Planning Financial Evaluation (15 Points Maximum)	<input type="checkbox"/>
<u>TOTAL PLANNING EVALUATION</u> (90 Points Maximum)	<input type="checkbox"/>

Execution Timeline Evaluation (10Points Maximum)	<input type="checkbox"/>
Execution Financial Evaluation (15 Points Maximum)	<input type="checkbox"/>
Execution Funding Evaluation (10 Points Maximum)	<input type="checkbox"/>
<u>TOTAL EXECUTION EVALUATION</u> (35 Points Maximum)	<input type="checkbox"/>

Execution Phase:

Part V – Auditable Outcome Measures

For each of the following categories, list the auditable metrics for success after Execution and identify how they will be measured.

1. Improved customer service

Response:

2. Citizen impact

Response:

3. Cost Savings

Response:

4. Project reengineering

Response:

5. Source of funds (Budget %)

Response:

6. Tangible/Intangible benefits

Response:



IOWAccess Project Concept Paper

- 1. Email completed copy to the IOWAccess Manager: malcolm.huston@iowa.gov .**
 - 2. Send signed hard copy to Malcolm Huston, IOWAccess Manager, DAS-ITE, Hoover B Level, Des Moines, IA, 50319-0150.**
 - 3. Contact ITE or vendor to prepare for project.**
-

Date May 4, 2009

Project Name American Recovery and Reinvestment Act(ARRA) Recovery Website

Requesting Agencies Department of Management and Governor’s Office

Is this project in support of a program designated as an Iowa Great Place, pursuant to section 303.3c? No

Project Point(s)-of-Contact *(include name and phone number)*

Teresa Hay McMahan (515) 281-6537
 Phil Roeder (515) 281-4294

Project Sponsor *(include name and phone number)*

Teresa Hay McMahan (515) 281-6537

Business Case Justification

Under the Federal economic stimulus program (ARRA), states are required to administer programs and funding sources to county/local, tribal and private-sector entities. When administering these programs, there are three areas of focus:

- Data exchange – The Federal OMB has defined standard data types and patterns for sending and receiving information about programs, recipients, status reports and certifications.
- Business management – The building or adapting of software to process applications, track the status of grants and spending, and handle the general workflow of administration tasks.
- Content management – Providing citizens an accurate and flexible view of information regarding the commitment and expenditure of ARRA funds and to provide feedback on the progress we're making.

As part of current technology efforts within the state, we have existing infrastructure elements that can meet these requirements. In addition, DOM’s eGMS project can provide much of the workflow and process management for the advertising and administration of funding sources and their recipients.

To meet these requirements, the project will create a system that will:

1. allow for advertising available grants
2. provide information on how to qualify for available funds
3. provide information on funding awards
4. gather and publish status reports on funded projects at all levels of government
5. provide state level content
6. provide data to state-level agencies

ITE will deliver the application using a phased approach. Each phase of development will define and deliver additional functionality and reports. This will allow the State to quickly provide the basic information to Federal agencies and citizens, as well as remain responsive to the changing requirements of the Federal government and the citizens of Iowa.

The initial phase of the project has already been put into place. By working with DOM and IGOV resources, the state's recovery site is in place and will serve as the basis for the expanding functionality:

<http://iowa.gov/recovery/>

Expected Results in this Project

The expected results of this project will be a way for Iowa citizens to follow the:

1. availability of funds coming to Iowa
2. commitment of stimulus dollars to projects
3. the progression of the dollars being spent
4. the results achieved for the dollars spent

In particular, the system will allow for:

- advertising and awarding of grants
- disbursement and tracking of funds
- gathering and distribution of status reports
- publishing state-level content including articles and stories
- supplying data, including spending, progress and results, to Federal agencies

Recipients of this Service

The recipients of this service will include:

- citizens of Iowa and Iowa governmental and non-profit entities that are eligible to receive ARRA funding
- state agencies responsible for awarding, tracking and reporting on the expenditure of ARRA funds
- Federal agencies receiving status reports from Iowa ARRA recipients
- citizens of Iowa in particular, and the United States in general, that wish to monitor and research the expenditure of ARRA funds and the results achieved from those expenditures

Request (include dollar amount and description of what will be purchased - i.e. services, hardware, software)

The request is for funds to cover the cost of software development resources to handle all aspects of the application development process.

- 1. Application Development Resources \$125,000

The above is strictly an estimate based on currently published Federal requirements and available sources of data within the state. It should be noted that this project will include numerous iterations in order to meet all requirements of the project. As a result, there may be a need for requesting additional funding in the future. There is also the possibility that Federal funds may become available to pay for ARRA program administration that would allow the project to be funded through other sources. To the extent that those funds are available, and such an action would be permissible, repayment of IOWAccess funds would be considered.

Project Timeline

Phase	Start Month/Year	End Month/Year	Estimated Amount
Scope Analysis	February, 2009	March, 2009	\$10,000
Design	March, 2009	June, 2009	\$125,000
Implementation	July, 2009		

Resources Being Contributed (*people or funds being contributed to the project by the sponsoring agency- include role/% of time or amount in dollars*)

The resources being contributed by the Department of Management and Governor’s Office include staff time spent on the project. At this time, it is not known what percentage of time DOM, IGOV and DAS-ITE resources will spend on the project.

IOWAccess Advisory Council Scoring Factors

Each IOWAccess Advisory Council member assigns a 1 to 10 point value on the following factors to your project proposal. These scores, plus your presentation before the Council and various discussion points, form the basis for the Council's decision on your proposal. Address each factor below:

1. Statutory requirement or other mandate

Is the project required by law or regulation, or is it needed to comply with state IT standards?

Yes.

Does the project fulfill a new mandate or is it required by existing law?

Yes

Is it required by IT standards or necessary to interface with existing application?

No.

2. Other funding source(s)

What other funding sources have been investigated and what were the results?

Have they been applied for? What is available? Have transaction or other customer fees been considered? Is there a return to the IOWAccess Revolving Fund through transaction fees?

Highest ranking for seeking/receiving outside funding.

At this time, no other funding sources are available. It is possible that federal funds may be made available for administration of ARRA funds.

3. Improved citizen access to government information

How is citizen access to government enhanced? Greater convenience? Better reliability?

Proportion of manual/in person effort being replaced/eliminated? Faster response time? Easier to use? More secure? The greater the degree of citizen access to information, the more points.

The creation of the recovery website allows for:

1. complete transparency of the federal stimulus dollars
2. feedback from the citizenry

4. Impact on citizens or the business they conduct with the governmental entity

What segment of the citizen population is affected? Is this just a select group or the public as a whole? How does the proposed solution meet an identified need vs. a "nice to have"? Is the primary beneficiary the citizen vs. does this enhance the entity's ability to serve the citizen? Highest ranking for most citizens served.

We believe this project will provide a positive impact on the public as a whole by providing timely information regarding the stimulus dollars being provided to the State and being spent by the State.

5. Enhanced access to government information/ greater interactivity

How does the project enhance citizen one-stop electronic access to government information and transactions or allow for greater interactivity? The most points for "beneficial" use of IT to

revamp business processes. Highest for total replacement. Average if adds new dimension to existing service.

The project will provide information on the stimulus dollars being provided to the State of Iowa as well as how those dollars are being spent. The application will:

- include visuals such as graphs and charts that include drill-down capability
- provide information that is updated hourly
- include articles and links to additional information relating to the stimulus spending

6. Collaboration

Does your project provide an opportunity for another governmental entity to share the resources or benefits? Can your project be used by another entity? The most points for projects benefiting multiple governmental entities or encouraging collaboration between entities. (May be demonstrated by letters of commitment from other entities.)

Absolutely. The project will provide functionality that will be available to all state agencies, as well as county and local governments and non-profits, administering ARRA funds. Those state agencies will include DOM and IGOV as well as Transportation and Infrastructure, Education, Health Care, Environment, Energy, Public Safety, Workforce Development, Housing, and Taxation.

7. Chance for success

Describe why the project is well placed for success. Realistic timeline? Previous success rate? Sufficient support staff? Upper level management commitment? More points for projects with low technical and business risk and high chance of success.

The project is well placed for success as there is upper level management commitment as well as sufficient support staff.

8. Estimated financial cost/benefit

Provide a rough calculation of costs vs. benefits. The higher the ratio of estimated benefit to the estimated cost, the more points.

As the project will be pushed out in phases, the cost of the project is not known. However, due to the information that will be provided, and its necessity to receive ARRA funding, the benefit to cost ratio will be high.

9. Transparency

How does the project enhance open and transparent government for citizens? More points for project with high usability in allowing citizens to quickly reach information or services.

As the main purpose of this project is allowing for transparency of information, citizens will have quick access to accurate and timely information and services.

10. Efficiency

Why is this project the “best” solution for the need? Are there alternatives and if so, why are they inadequate? More points for project that replaces outdated/legacy system or localized information access.

A web-based application is the best solution to provide timely information about the stimulus money being spent because it will reuse a number of existing infrastructure elements such as:

- eGMS as the vehicle to follow grant management
- I/3, and other established financial systems, as vehicles to follow financial management
- Jitterbit as the vehicle to allow for the integration and transformation of data between databases

In addition, this solution will allow us to grow and adapt the solution to accommodate the needs of the state and the requirements of the awarding federal agencies. As we proceed with the project, other elements will be identified and included.

Acknowledgement of Conditions for Approval of IOWAccess Project

Project Approval Conditions

IOWAccess Revolving Fund project approvals are based upon the application materials submitted to the IOWAccess Advisory Council and approved by the Director of DAS. Recipients of IOWAccess projects are subject to the following conditions.

- The Iowa Accountable Government Act, Iowa Code Chapter 8E
- Information technology standards and practices that are applicable to “participating agencies”, the Office of the Governor, and elective constitutional or statutory officers pursuant to Iowa Code Section 8A.206.
- Iowa Administrative Code Section 11-25(8A) - Information Technology Operational Standards.
- Policies and procedures of the IOWAccess Advisory Council and DAS as outlined in this acknowledgement or published on their websites.

IOWAccess Project Policy Guides

The acceptance of an IOWAccess Project is based on the following:

- Sponsoring agency is responsible for the efficient and effective administration of IOWAccess Projects through the application of sound management practices.
- The IOWAccess Project Process is guidance only and describes a customary sequence used in software development. As such, sponsoring agencies are not required to conform to the IOWAccess Project Process.
- Sponsoring agency assumes responsibility for using IOWAccess funds in a manner consistent with program objectives and the terms and conditions of the IOWAccess Project.
- Sponsoring agency will commit appropriate resources in a timely manner to the project to prevent undue delay in project completion.
- Sponsoring agency will be responsible for compliance with audit requirements.
- Approval of one phase of an IOWAccess project does not mean that other phases will be approved. Each phase is subject to separate approval.

Guidelines for Costs

Allowable costs

To be allowable under IOWAccess Projects, costs must meet the following general criteria:

- Be necessary and reasonable for proper and efficient performance of IOWAccess Projects.
- Be authorized or not prohibited under State or local laws or regulations.

- ✓ Not be included as a cost or used to meet cost sharing or matching requirements of any other State or Federal Project in either the current or a prior period, except as specifically provided by State law or regulation.

Reasonable costs

A cost is reasonable if, in its nature and amount, it does not exceed that which would be incurred by a prudent person under the circumstances prevailing at the time the decision was made to incur the cost. In determining the reasonableness of a cost, consideration shall be given to:

- Whether the cost is of a type generally recognized as ordinary and necessary for the operation of the sponsoring agency or performance under the IOWAccess Project.
- Market prices for comparable goods or services.

Composition of Cost

Typical costs chargeable to IOWAccess Projects are:

- Cost of materials acquired, consumed, or expended specifically for the purpose of those Projects.
- Equipment and other capital expenditures detailed in the application and previously approved as part of the Project.

Amounts not recoverable as costs under one State or Federal Project may not be shifted to another State or Federal Project, unless specifically authorized by State or Federal legislation or regulation.

Availability of Funds

DAS Finance processes the disbursement of all funds for IOWAccess Projects. Qualifying expenditures for goods and services obtained from other than DAS-ITE or Iowa Interactive, LLC, must be paid by the sponsor and submitted to DAS for reimbursement. In order to facilitate the timely processing of IOWAccess Project reimbursements, entities must use the following process:

- The request must be submitted by the sponsor in writing or through e-mail to the IOWAccess Manager.
- The request must include the following information:
 - ✓ Identification of the IOWAccess Project for which reimbursement is being sought,
 - ✓ The amount of reimbursement requested,
 - ✓ Period of time covered by request,
 - ✓ A comprehensive description of the items covered by the request, and
 - ✓ Copies of any supportive documentation (e.g. vendor invoices, documentation for completed work).
- The IOWAccess Manager will review the supporting financial information and evaluate it against the originally approved project.

- When satisfied that the request meets the stated requirements, the IOWAccess Manager will recommend the request for approval for payment and submit it to DAS Finance for processing.
- In no case will the total reimbursement for each phase exceed the approved amount of the Project phase.

The sponsor seeking reimbursement of expenses is responsible for retaining all necessary documentation pertaining to the relevance and results of the work performed and will provide such documentation upon request. DAS Finance will refer the Auditor of State to the sponsor should there be any questions about the expenditures associated with the Project.

Sponsor Monthly Status Reports

No later than the 21st day of each month the sponsoring agency shall submit a status report to the IOWAccess Manager if work is being performed by a developer *other than DAS-ITE or Iowa Interactive, LLC*. This status report should include:

- A short narrative of the accomplishments for the month.
- Descriptions of any changes in tasks, resources, or issues materially affecting the project plan and, if necessary, a schedule with new target dates provided.

Changes to a Project

All changes to the Project, or the proposal that resulted in the Project, must be reviewed by the IOWAccess Advisory Council. The Sponsor must be prepared to appear before the IOWAccess Advisory Council to answer questions and provide any clarifications necessary prior to any action by the Council regarding a change to the Project. Reasons for requesting a change to the amount of the Project include, but are not limited to:

- Changes in the scope or objectives of the Project.
- Changes in the amount of project funding.
- Carryover of approved funding for a period of more than one year from the date of approval of the original funding.

All changes to an Project recommended by the IOWAccess Advisory Council must be subsequently approved by the Director of DAS.

Project Disputes

Iowa Code 679A.19 DISPUTES BETWEEN GOVERNMENTAL AGENCIES.

“Any litigation between administrative departments, commissions or boards of the state government is prohibited. All disputes between said governmental agencies shall be submitted to a board of arbitration of three members to be composed of two members to be appointed by the departments involved in the dispute and a third member to be appointed by the governor. The decision of the board shall be final.”

Sponsor Acceptance

Signing below will signify that sponsor acknowledges and agrees to the IOWAccess project approval conditions as defined in this document.

_____ Sponsor Signature	_____ IOWAccess Manager Signature
_____ Date	_____ Date



IOWAccess Project Concept Paper

- 1. Email completed copy to the IOWAccess Manager: malcolm.huston@iowa.gov .**
 - 2. Send signed hard copy to Malcolm Huston, IOWAccess Manager, DAS-ITE, Hoover B Level, Des Moines, IA, 50319-0150.**
 - 3. Contact ITE or vendor to prepare for project.**
-

Date

Project Name: Transparency - Searchable Budget Database

Requesting Agency: Department of Administrative Services

Is this project in support of a program designated as an Iowa Great Place, pursuant to section 303.3c? No

Project Point(s)-of-Contact:

Project Manager: Darrell Fremont – 515-242-6009

Technical Leads: Tony Bibbs – 515-281-6125

Project Sponsor:

John Gillispie – 515-725-4707

Business Case Justification

State agencies spend money every year making their information more accessible to taxpayers. Examples of this exist for the good of the community (e.g., Sex Offender Registry, Restaurant Inspections), for ease of doing business with the State (Online job listings, RFPs, legal cases and proceedings) and for watchdog and regulatory purposes (Campaign Finance, Administrative Rules and Open Meeting Minutes). Each individual point of information has a certain measurable cost and a somewhat less-measurable benefit.

In spending this money, individual programs, bureaus and departments make certain judgments about the value of the data, the way it should be interpreted and how it will be presented. In doing so, they automatically apply their own biases and limitations to how that information can be used, often for the operational or procedural purposes for which it was collected (e.g., licensing, casework, investigation, etc.). As a consequence, the data being offered today is inherently limited by its current usage by the government.

The state of the Internet today is almost unrecognizable from the Internet of even five years ago. Millions of people regularly interact with each other in ever-expanding social networks that are governed by individual acquaintance as well as shared interests or locations. Web-scale services such as e-mail, geographic mapping, and collaborative editing are freely available and widely adopted. Individuals and communities of interest routinely invest their time and effort to investigate and validate the information presented by industry, government and the media. New and innovative combinations of information are the standard, not the exception.

Expected Results in this Project

The State of Iowa can provide its citizens with raw data on any number of subjects including budgets, expenditures, licenses, cases, projects and many others. Access through a flexible, scalable framework will

provide an interesting crowd-sourcing opportunity and a very cost-effective and maintainable long-term resource for the State. A public-access database provides the basis of such a framework, providing maximum flexibility for anyone to use, and placing as few limits as possible on the organization or assembly of the data.

Along with the data, the State will also provide a community website for those who use the data. The site should dispense reference information about the data that is available, accept requests for new types of data, and facilitate discussions by interested parties, including private citizens and government representatives. The site can also drive awareness and web traffic to the most innovative and popular solutions created with State data.

Recipients of this Service:

The public, members of the news media, government agencies, other interested parties

Request: Scope and Design funding of \$100,000.00

Project Timeline

<i>Phase</i>	<i>Start Month/Year</i>	<i>End Month/Year</i>	<i>Estimated Amount</i>
Scope Analysis	May 2009	June 2009	\$20,000.00
Design	June 2009	August 2009	\$80,000.00
Implementation			

Resources Being Contributed (*people or funds being contributed to the project by the sponsoring agency- include role/% of time or amount in dollars*)

IOWAccess Advisory Council Scoring Factors

Each IOWAccess Advisory Council member assigns a 1 to 10 point value on the following factors to your project proposal. These scores, plus your presentation before the Council and various discussion points, form the basis for the Council's decision on your proposal. Address each factor below:

1. Statutory requirement or other mandate

Is the project required by law or regulation, or is it needed to comply with state IT standards?

No

Does the project fulfill a new mandate or is it required by existing law? No

Is it required by IT standards or necessary to interface with existing application? No

2. Other funding source(s)

What other funding sources have been investigated and what were the results? Have they been applied for? What is available? Have transaction or other customer fees been considered? Is there a return to the IOWAccess Revolving Fund through transaction fees? Highest ranking for seeking/receiving outside funding.

At this time, no other funding sources are available.

3. Improved citizen access to government information

How is citizen access to government enhanced? Greater convenience? Better reliability?

Proportion of manual/in person effort being replaced/eliminated? Faster response time? Easier to use? More secure? The greater the degree of citizen access to information, the more points.

Citizen access to state government data was limited to reports, requests, news media and other pull technology methods. By providing a portal to government expenditure raw data, the citizen can create or utilize queries to copy and import into other software applications to personalize and consume the data anytime for little or no cost. The community of users of the Transparency website will also provide a vehicle for taxpayers to provide feedback to government about the spending trends and place emphasis on spending to programs that work, and limiting spending on programs that don't.

4. Impact on citizens or the business they conduct with the governmental entity

What segment of the citizen population is affected? Is this just a select group or the public as a whole? How does the proposed solution meet an identified need vs. a "nice to have"? Is the primary beneficiary the citizen vs. does this enhance the entity's ability to serve the citizen? Highest ranking for most citizens served.

The impact and the number of citizens will grow over time. The early adopters will more than likely be younger, more technical taxpayer, along with the media and other interested parties.

5. Enhanced access to government information/ greater interactivity

How does the project enhance citizen one-stop electronic access to government information and transactions or allow for greater interactivity? The most points for "beneficial" use of IT to

revamp business processes. Highest for total replacement. Average if adds new dimension to existing service.

The Transparency project brings together into one place, all state government expenditure data. Access to this raw data has never been provided or proposed in the past.

6. Collaboration

Does your project provide an opportunity for another governmental entity to share the resources or benefits? Can your project be used by another entity? The most points for projects benefiting multiple governmental entities or encouraging collaboration between entities. (May be demonstrated by letters of commitment from other entities.)

Benefits of the projects will be shared by the entire state government enterprise. As the Recovery project moves forward, the Transparency project will draw from the collaborative efforts of those state government agencies. The Transparency of general fund expenditure data will expand the reach of that collaborative effort to include all executive branch agencies.

7. Chance for success

Describe why the project is well placed for success. Realistic timeline? Previous success rate? Sufficient support staff? Upper level management commitment? More points for projects with low technical and business risk and high chance of success.

The chance for success is very high. Most of the raw data already exists and just needs to be reformatted and vetted in such a way to be consumed by the public in new and innovative ways.

8. Estimated financial cost/benefit

Provide a rough calculation of costs vs. benefits. The higher the ratio of estimated benefit to the estimated cost, the more points.

As the project will be pushed out in phases, the cost of the project is not known. However, due to the information that will be provided, the benefit to cost ratio will be high.

9. Transparency

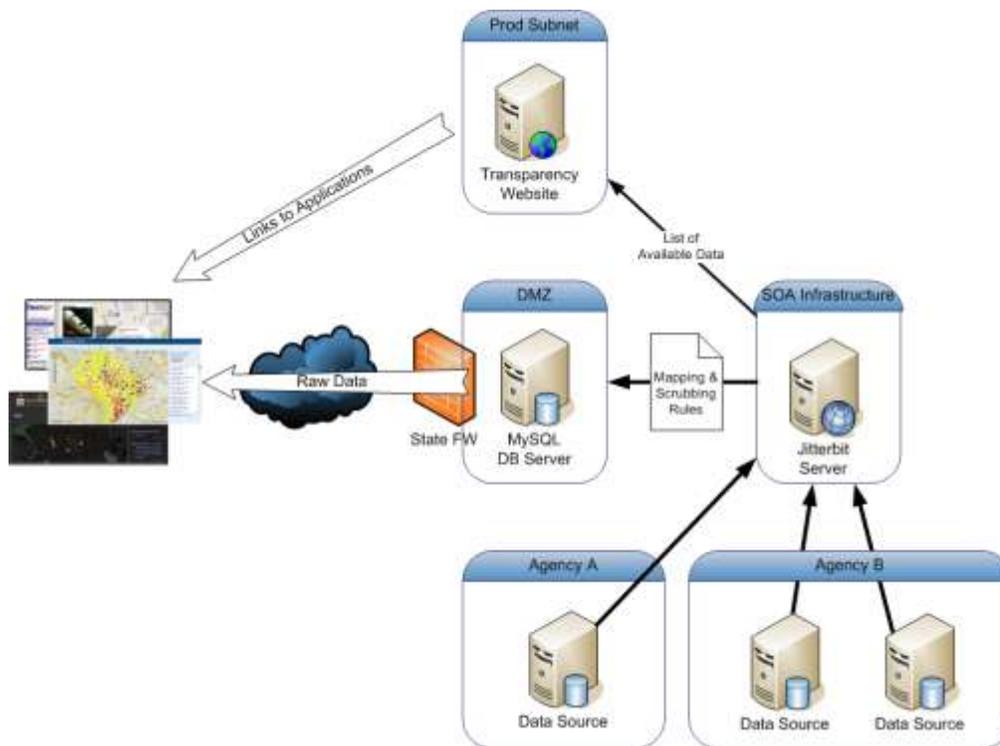
How does the project enhance open and transparent government for citizens? More points for project with high usability in allowing citizens to quickly reach information or services.

State government can make information available as reports, maps and charts, but it can also make it available as data. Specifically, state government can provide the raw source data that is the foundation for reports and statistics. The first benefit of this approach is that it provides greater transparency of government. Any individual or group would be able to check the validity of statistics and conclusions drawn from information produced by state government. This provides another avenue for citizens to participate and collaborate with state government.

10. Efficiency

Why is this project the "best" solution for the need? Are there alternatives and if so, why are they inadequate? More points for project that replaces outdated/legacy system or localized information access.

The technical solution being proposed offers the best uses of current tools to make expenditure data available to the public in a very convenient and community based approach while still protecting state government assets. [See diagram on next page]



Public Database – A relational database that is available to the public for querying using standard SQL syntax. This provides maximum availability of the data to citizens and imposes the fewest possible limitations on how the data can be assembled or viewed.

Data Snapshots – For more intensive uses of the public data, experience shows that offering entire data files for download is more efficient than live querying. See the Iowa Sex Offender Registry as an example.

Website and Forums – The Geeklog CMS was deployed and used very successfully for the Flood 2008 website.

Enterprise A&A – This state-wide account management system can provide citizens with a common, reusable account for use at many State websites. This system provides an instant, “out of the box” facility for registering potentially thousands of users for access to the website. Use of ENTAA for authentication is already covered by the Shared Authentication Utility starting in FY10, so there is no incremental cost after July 1, 2009. Until then, ENTAA costs \$.04 per successful login – 100 logons per day, every day would cost approximately \$120 per month.

Jitterbit – As part of the statewide SOA Infrastructure, this tool is already deployed to production, and can integrate and transform data between databases, web services and other data formats. Integration can be triggered on scheduled and event-driven bases. Use of this tool for data processing is already covered by the SOA Infrastructure Utility, so there is no incremental cost.

Acknowledgement of Conditions for Approval of IOWAccess Project

Project Approval Conditions

IOWAccess Revolving Fund project approvals are based upon the application materials submitted to the IOWAccess Advisory Council and approved by the Director of DAS. Recipients of IOWAccess projects are subject to the following conditions.

- The Iowa Accountable Government Act, Iowa Code Chapter 8E
- Information technology standards and practices that are applicable to “participating agencies”, the Office of the Governor, and elective constitutional or statutory officers pursuant to Iowa Code Section 8A.206.
- Iowa Administrative Code Section 11-25(8A) - Information Technology Operational Standards.
- Policies and procedures of the IOWAccess Advisory Council and DAS as outlined in this acknowledgement or published on their websites.

IOWAccess Project Policy Guides

The acceptance of an IOWAccess Project is based on the following:

- Sponsoring agency is responsible for the efficient and effective administration of IOWAccess Projects through the application of sound management practices.
- The IOWAccess Project Process is guidance only and describes a customary sequence used in software development. As such, sponsoring agencies are not required to conform to the IOWAccess Project Process.
- Sponsoring agency assumes responsibility for using IOWAccess funds in a manner consistent with program objectives and the terms and conditions of the IOWAccess Project.
- Sponsoring agency will commit appropriate resources in a timely manner to the project to prevent undue delay in project completion.
- Sponsoring agency will be responsible for compliance with audit requirements.
- Approval of one phase of an IOWAccess project does not mean that other phases will be approved. Each phase is subject to separate approval.

Guidelines for Costs

Allowable costs

To be allowable under IOWAccess Projects, costs must meet the following general criteria:

- Be necessary and reasonable for proper and efficient performance of IOWAccess Projects.
- Be authorized or not prohibited under State or local laws or regulations.
 - ✓ Not be included as a cost or used to meet cost sharing or matching requirements of any other State or Federal Project in either the current or a prior period, except as specifically provided by State law or regulation.

Reasonable costs

A cost is reasonable if, in its nature and amount, it does not exceed that which would be incurred by a prudent person under the circumstances prevailing at the time the decision was made to incur the cost. In determining the reasonableness of a cost, consideration shall be given to:

- Whether the cost is of a type generally recognized as ordinary and necessary for the operation of the sponsoring agency or performance under the IOWAccess Project.
- Market prices for comparable goods or services.

Composition of Cost

Typical costs chargeable to IOWAccess Projects are:

- Cost of materials acquired, consumed, or expended specifically for the purpose of those Projects.
- Equipment and other capital expenditures detailed in the application and previously approved as part of the Project.

Amounts not recoverable as costs under one State or Federal Project may not be shifted to another State or Federal Project, unless specifically authorized by State or Federal legislation or regulation.

Availability of Funds

DAS Finance processes the disbursement of all funds for IOWAccess Projects. Qualifying expenditures for goods and services obtained from other than DAS-ITE or Iowa Interactive, LLC, must be paid by the sponsor and submitted to DAS for reimbursement. In order to facilitate the timely processing of IOWAccess Project reimbursements, entities must use the following process:

- The request must be submitted by the sponsor in writing or through e-mail to the IOWAccess Manager.
- The request must include the following information:
 - ✓ Identification of the IOWAccess Project for which reimbursement is being sought,
 - ✓ The amount of reimbursement requested,
 - ✓ Period of time covered by request,
 - ✓ A comprehensive description of the items covered by the request, and

- ✓ Copies of any supportive documentation (e.g. vendor invoices, documentation for completed work).
- The IOWAccess Manager will review the supporting financial information and evaluate it against the originally approved project.
- When satisfied that the request meets the stated requirements, the IOWAccess Manager will recommend the request for approval for payment and submit it to DAS Finance for processing.
- In no case will the total reimbursement for each phase exceed the approved amount of the Project phase.

The sponsor seeking reimbursement of expenses is responsible for retaining all necessary documentation pertaining to the relevance and results of the work performed and will provide such documentation upon request. DAS Finance will refer the Auditor of State to the sponsor should there be any questions about the expenditures associated with the Project.

Sponsor Monthly Status Reports

No later than the 21st day of each month the sponsoring agency shall submit a status report to the IOWAccess Manager if work is being performed by a developer *other than DAS-ITE or Iowa Interactive, LLC*. This status report should include:

- A short narrative of the accomplishments for the month.
- Descriptions of any changes in tasks, resources, or issues materially affecting the project plan and, if necessary, a schedule with new target dates provided.

Changes to a Project

All changes to the Project, or the proposal that resulted in the Project, must be reviewed by the IOWAccess Advisory Council. The Sponsor must be prepared to appear before the IOWAccess Advisory Council to answer questions and provide any clarifications necessary prior to any action by the Council regarding a change to the Project. Reasons for requesting a change to the amount of the Project include, but are not limited to:

- Changes in the scope or objectives of the Project.
- Changes in the amount of project funding.
- Carryover of approved funding for a period of more than one year from the date of approval of the original funding.

All changes to an Project recommended by the IOWAccess Advisory Council must be subsequently approved by the Director of DAS.

Project Disputes

Iowa Code 679A.19 DISPUTES BETWEEN GOVERNMENTAL AGENCIES.

“Any litigation between administrative departments, commissions or boards of the state government is prohibited. All disputes between said governmental agencies shall be submitted to a board of arbitration of three members to be composed of two members to be appointed by the departments involved in the dispute and a third member to be appointed by the governor. The decision of the board shall be final.”

Sponsor Acceptance

Signing below will signify that sponsor acknowledges and agrees to the IOWAccess project approval conditions as defined in this document.

Sponsor Signature	IOWAccess Manager Signature
Date	Date



IOWAccess Advisory Council

IOWAccess Revolving Fund Project Application

Proposing agencies should complete and submit Parts I, II and III to request Planning approval, then complete and submit Parts IV and V to request Execution approval.

Part I - Project Information

Date:	5/6/09
Agency Name:	College Student Aid Commission (Commission)
Project Name:	Student Aid Web Portal
Agency Manager:	Julie Leeper
Agency Manager Phone Number / E-Mail:	515.725.3420
Executive Sponsor (Agency Director or Designee):	Karen Misjak
Initial Total for Planning:	\$148,000
Initial Total for Execution:	\$350,000 (This request)
Initial Total for all Phases of Project, if Multi-Phased:	\$536,000 (\$38K Scope, \$148K Planning, \$350 Execution)
Project Timeline: (estimate start and end dates for project spending)	Planning Start Date: September 2008 Planning End Date: July 2009 Execution Start Date: March 2009 Execution End Date: June 2010
Revised Total for Planning and Execution:	\$
Revised Total for all Phases of Project, if Multi-Phased:	\$

Part II - Project Overview

A. Project Summary: Describe the nature and use of the proposed project, including what is to be accomplished, how it will be accomplished, and what the costs and benefits will be.

Response:

The College Student Aid Commission believes there is a need for the citizens of Iowa to be able to access and save college financing information that is individualized. Students and their families are concerned about financing college educations and starting work careers after college. Technology has advanced to a point where students and families demand information that is timely and easy to access.

To meet this need, the Commission is planning for a system that will provide a unique opportunity for students to search for information, view funding options already available to them, apply for financial aid, and receive information about their eligibility. In addition, the system would be helpful to Iowa's college and university financial aid officials so that they can more easily and efficiently provide information to Iowa students and their parents.

In time for the 2009/2010 school year, the Commission intends to deploy a Web Portal for all students, their families, and adult workers to plan secondary and postsecondary education and plan for work careers in the State of Iowa. In addition, school and university administrators and faculty will use this system to assist students in their education choices.

In January of each year financial aid programs for scholarships, grants, and loans are open for students to apply. By January 2010, the Commission plans to extend the Web Portal with an integration to financial aid, scholarships and grants programs to provide one single application for students to apply for all aid they may be qualified to receive rather than the current process that requires students to find and complete many applications – one for each program they apply for. In addition, the system will find programs for which the student qualifies. The new system will fill in the additional application forms and notify the program administrators. The new process will be much easier and convenient than the old system so prospective students will find more financial aid programs and program administrators can select students from a larger pool of applicants.

The Web Portal can be used by all citizens of the State planning their education and/or work careers in Iowa (students, parents, grandparents, adult workers, school counselors, financial aid administrators, etc.). The Web Portal, called "I Have A Plan Iowa," contains an education and career Information system that will help citizens:

- Connect their interests and skills to careers through interactive assessments
- Explore career options and investigate salary and job outlook information
- Identify the education and/or training needed for chosen occupations
- Research post-secondary institutions and training programs
- Practice job search skills through resume building and interview activities
- Maintain a lifelong online portfolio of activities including education and career activities.

The addition of financial aid system integration will provide the following features to Iowa citizens:

- Increase awareness of postsecondary financial aid processes and availability
- Search for postsecondary financial aid, scholarship and grant information

- Apply for all state aid administered by the Commission through an interactive online application process
- Auto-fill multiple applications for aid and forward them to the appropriate party
- View historical personal state funding awards
- Receive estimated financial assistance information
- Enhance grant reporting capabilities for colleges, universities, and Commission staff

The Commission is requesting IOWAccess funding for the extension, integration, and customization of the Web Portal to enhance and improve the process for students to find and apply for financial aid and for program administrators to select and award grants or scholarships plus monitor and manage these programs.

As part of the project the Commission will upgrade its existing scholarships and grants software applications so students only need to apply for financial aid one time through the new Web Portal. The Web Portal will interface with existing Commission software applications that support Financial Aid programs.

In the future, this system will also interface with Department of Education, Workforce Development, and Industry systems. In addition, the system will interface with Treasury so parents, grandparents, and others can begin savings programs for education.

Benefits:

- **Increase Student and Family Access to State Funded Financing Options for Postsecondary Education:** Allow students to apply for state-funded student financial aid programs, save applications, view and archive awards made by the state, compare student financial aid available from all sources, and make wise postsecondary education decisions using the web-based system that will integrate with all aspects of State student financial aid.
- **Improve College and University Reporting of State Funded Financial Aid on a Student-by-Student basis:** Improve the ability of college and university staff to report information about individual student awards to the Commission. Also, the new system would provide this information directly to the students, which is not currently being reported by the Commission.
- **Improve the Commission's Reporting Capabilities to Students, College and University Officials, and Elected Officials:** Provide more information to students, college and university officials, and elected officials so they can make better decisions about the state student financial aid programs. This will be accomplished by improving the Commission's reporting, viewing, and management through a web based application interface.

Additional benefits following the implementation of this application include:

- Reduce the amount of paperwork passing between the applicants for funding and the Commission and between schools and the Commission. There are nearly 140,000 applications processed each year. Over a 5 year time period, more than 75% are expected to be processed through the new online Web Portal.
- Increase accuracy of the initial application to reduce manual processing and rework.
- An enhanced system for online applications will reduce staff hours required to process applications; reduce printing, mailing and postage expense; decrease paperwork; improve processes for managing funds received by colleges and universities; improve customer service by the Commission for student applicants and colleges and universities, and provide quicker turnaround.

B. Strategic Plan: How does the proposed project fit into the strategic plan of the requesting agency?

Response:

The Commission's strategic plan calls for the Commission to:

- Develop or enhance products and services that meet the needs of the Commission's customers
- Improve efficiency through the use of technology to better serve the Commission's customers
- Increase awareness of programs, products, and services provided by the Commission.

This project will move the Commission closer to each of these goals by providing students, families, and college and university officials with the information they need to make informed decisions about funding postsecondary education.

C. Current Technology: Provide a summary of the technology used by the current system. How does the proposed project impact the agency's technological direction? Are programming elements consistent with a Service Oriented Architecture (SOA) approach? Are programming elements consistent with existing enterprise standards?

Response:

Over a period of several years, the Commission's financial aid programs have been deployed as individual software applications and individual databases. In order to overcome deficiencies in the current software applications, Commission staff has created individual MS Excel spreadsheet and MS Access databases. The current system is cumbersome and difficult to use by students, parents, and school administrators. The data stored in Excel or Access is not available to these groups online.

The new proposed system will consolidate shared data in one centralized database with online web access by authorized individuals – students, families, schools. Consistent with a Service Oriented Architecture, a Web Service Proxy will be deployed as the integration point or hub between many different systems that include the Web Portal, the Commission's existing systems, the centralized database, systems of various financial aid programs, Department of Education systems and in the future Workforce Development, Economic Development, and Treasury systems.

The development of the new system is planned to be consistent with and use an SOA strategy. The programming elements are consistent with existing enterprise standards.

The Commission's direction is to increase the software maintainability while improving citizen access. This project accomplishes both of these objectives.

D. Statutory or Other Requirements

Is this project or expenditure necessary for compliance with a Federal law, rule, or order?

YES (If "Yes", cite the specific Federal law, rule or order, with a short explanation of how this project is impacted by it.)

Response:

N/A

Is this project or expenditure required by state law, rule or order?

YES (If "YES", cite the specific state law, rule or order, with a short explanation of how this project is impacted by it.)

Response:

N/A

Does this project or expenditure meet a health, safety or security requirement? YES (If "YES", explain.)**Response:**

N/A

Is this project or expenditure necessary for compliance with an enterprise technology standard? YES (If "YES", cite the specific standard.)**Response:**

N/A

[This section to be scored by application evaluator.]**Requirements/Compliance Evaluation (15 Points Maximum)**

If the answer to these criteria is "no," the point value is zero (0). Depending upon how directly a qualifying project or expenditure may relate to a particular requirement (federal mandate, state mandate, health-safety-security issue, or compliance with an enterprise technology standard), or satisfies more than one requirement (e.g. it is mandated by state and federal law and fulfills a health and safety mandate), 1-15 points awarded.

**E. Impact on Iowa's Citizens**

1. Project Participants - List the project participants (i.e. single agency, multiple agencies, State government enterprise, citizens, associations, or businesses, other levels of government, etc.) and provide commentary concerning the nature of participant involvement. Be sure to specify who and how many **direct** users the system will impact. Also specify whether the system will be of use to other interested parties: who they may be, how many people are estimated, and how they will use the system.

Response:

All citizens of Iowa will be able to use the website to access general, financial, and application information for all the programs administered by the Commission.

The Commission receives nearly 140,000 applications each year from students and their families seeking financial aid to attend postsecondary education in Iowa. All applicants will have the option to submit electronic application forms, view options for funding their education, and review aid awarded for the current and prior years.

The Commission works with financial aid administrators at nearly 60 colleges and universities in Iowa. These administrators need up-to-date, accurate information at their fingertips to ensure that they are providing complete information to students and their families. In addition, financial aid administrators need access to an online system to provide individual student information to the Commission.

2. Service Improvements - Summarize the extent to which the project or expenditure improves service to Iowa citizens or within State government. Included would be such items as improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, etc.

Response:

Students and their families are concerned about financing postsecondary education. Technology has advanced to a point where students and families demand information that is timely and easy to access. This system will provide a unique opportunity for students to search for information, view funding options already available to them, apply for financial aid, and receive information about their eligibility.

College and university officials also will have access to the system which will allow them to view information about student awards and report awards to the Commission. The functionality provided by this system will enhance productivity at colleges and universities, ensuring better service and information to students and families.

The system also will allow access at any time of the day or night – 24 hours a day, 7 days week which will eliminate problems associated with limited office hours of 8:00 AM to 5:00 PM on weekdays only.

3. Citizen Impact – Summarize how the project leads to a more informed citizenry, facilitates accountability, and encourages participatory democracy. If this is an extension of another project, what has been the adoption rate of Iowa’s citizens or government employees with the preceding project?

Response:

This project will:

- Improve student and their families’ access to college financial aid information and awarding of financial aid by the Commission, Iowa colleges and universities and other financial aid programs.
- Provide Iowa students with one simple tool to identify, understand, and apply for financial aid.
- Increase efficiency in data collection and communication and streamline information sharing among Iowa students, postsecondary schools, and the Commission.

4. Public Health and/or Safety – Explain requirements or impact on the health and safety of the public.

Response:

N/A

[This section to be scored by application evaluator.]

Impact Evaluation (15 Points Maximum)

- Minimally directly impacts Iowa citizens (0-5 points).
- Moderately directly impacts Iowa citizens (6-10 points).
- Significantly directly impacts Iowa citizens (11-15 points).



[This section to be scored by application evaluator.]

Customer Service Evaluation (10 Points Maximum)

- Minimally improves customer service (0-3 points).
- Moderately improves customer service (4-6 points).
- Significantly improves customer service (7-10 points).



F. Scope

Is this project the first part of a future, larger project?

X YES (If "YES", explain.) NO, it is a stand-alone project

Response:

The Commission is funding deployment, ongoing software support, and hosting of the Web Portal by a vendor that has been selected through the RFP process. This Web Portal will allow elementary and middle school students and their families and adult workers to plan the students' high school careers, to prepare for college, and/or plan their work career. This system includes the following features:

- Interactive assessments to help students and adults connect their interests and skills to careers
- Salary and job outlook information for exploring career options
- Education and/or training needed for specific occupations
- Postsecondary institutions and training programs
- Resume building and interview activities to practice job search skills
- Maintain a lifelong online portfolio of activities.

IOWAccess is asked to fund the customization of the vendor's system to allow for the addition and integration of Financial Aid Programs to enhance and improve the process for:

- Students and parents to find and apply for financial aid
- School administrators to customize and individualize programs for students
- Program administrators and school administrators to select and award grants and scholarships
- Monitoring and managing these programs.

During the Design/Planning phase of the project, requirements were documented in the form of use cases and process flows, data model, web service proxy design, testing plan, and other technical design documents. ITE will work with the Vendor to customize the Web Portal to meet the business needs detailed in this documentation.

Is this project a continuation of a previously begun project?

YES (If "YES", explain.)

Response:

[This section to be scored by application evaluator.]

Scope Evaluation (10 Points Maximum)

- This is the first year of a multi-year project / expenditure or project / expenditure duration is one year (0-5 points)
- The project / expenditure is of a multi-year nature and each annual component produces a definable and stand-alone outcome, result or product (2-8 points). 
- This is beyond the first year of a multi-year project / expenditure (6-10 points)

The last part of this criteria involves rating the extent to which a project or expenditure is at an advanced stage of Execution and termination of the project / expenditure would waste previously invested resources.

G. Source of Funds

On a fiscal year basis, how much of the total project cost (\$ amount and %) would be absorbed by your agency from non-Pooled Technology/IOWAccess funds? If desired, provide additional comment / response below.

Response:

The total project costs are \$746,000. The Commission is providing \$210,000 or 28% of the project costs. IOWAccess has funded \$38,000 for Scope Analysis and \$148,000 for the Planning. This request for the Execution Phase is \$350,000. The Commission is prepared to fund the ongoing support, and software maintenance.

In addition, the Commission has provided many hours of Subject Matter Expert (SME) time which will continue through the Execution Phase.

[This section to be scored by application evaluator.]

Funds Evaluation (5 Points Maximum)

- 0% (0 points)
- 1%-12% (1 point)
- 13%-25% (2 points)
- 25%-38% (3 points)
- 39%-50% (4 points)
- Over 50% (5 points)



Part III – Planning Proposal

Amount of Planning Funding Requested: \$148,000

A. Process Reengineering

Provide a *pre-project or pre-expenditure* (before Execution) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens interact with the current system.

Response:

Each of the 15 student aid programs that the Commission administers are separate computer applications, separate databases, and students must apply for each one separately. In addition, much of the data regarding scholarship and grants programs is maintained in individual MS Excel spreadsheets and MS Access Databases. The current systems are difficult to use by students, their parents, and school administrators. The many systems and databases are costly to maintain and are subject to data errors and error when information is entered into the systems.

Provide a *post-project or post-expenditure* (after Execution) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens will interact with the proposed system. In particular, note if the project or expenditure makes use of information technology in reengineering traditional government processes.

Response:

- The separate student facing software applications will be integrated through a web service proxy with the Web Portal.
- A central database of all shared data will be created and accessible through the Web Portal.
- The single sign on capability will be implemented so users of the system need only one user id and password.
- The student aid application process will be simplified for Iowa students and colleges and universities by providing an easier to use and more convenient system.
- Students and parents will have one place (the Web Portal) to plan high school education, postsecondary education, and work careers along with finding financial aid for postsecondary education.

[This section to be scored by application evaluator.]

Reengineering Evaluation (10 Points Maximum)

- Minimal use of information technology to reengineer government processes (0-3 points).
- Moderate use of information technology to reengineer government processes (4-6 points).
- Significant use of information technology to reengineer government processes (7-10).



B. Timeline

Provide a projected timeline for the Planning phase of the project. Include such items as **start date**, **projected end date**, planning, and database Planning. Also include the parties responsible for each item.

Milestone	Planned Completion Date
Begin Design/Planning Phase	September 2008
Complete Design/Planning Phase	January 2010
Begin Execution Phase	March 2009 (Enhancements and consolidation of the existing systems (Execution Phase) started with Commission funding concurrently with the Design/Planning Phase)
Implement 1 st Release of Web Portal	August, 2009 (In time for 2009/2010 School Year)
Implement 2 nd Release for Integration with Financial Aid Systems	January, 2010 (In time for Financial Aid Applications that open in January for the 2010/2011 School Year)
Implement 3 rd Release adding additional Financial Aid Programs and modifications obtained as a result of user feedback	June, 2010

[This section to be scored by application evaluator.]

Planning Timeline Evaluation (10 Points Maximum)

- The timeline contains several problem areas (0-3 points).
- The timeline seems reasonable with few problem areas (4-6 points).
- The timeline seems reasonable with no problem areas (7-10).



C. Spending plan

Explain how the funds will be allocated.

Funds for Planning and Execution Phases are expected to be allocated over the time period of September 2008 through June 2010.

D. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the Planning Financial Benefit Worksheet, # 5 below and the Execution Financial Benefit Worksheet, # IV E3, as necessary:

1. One Year Pre-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project Execution. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process prior to project Execution.

Describe One Year Pre-Project Cost:

Quantify One Year Pre-Project Cost:

	State Total
FTE Cost(salary plus benefits):	\$
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	\$
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	\$
Total One Year Pre-Project Cost:	\$

2. One Year Post-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project Execution. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process after project Execution.

Describe One Year Post-Project Cost:

Quantify One Year Post-Project Cost:

	State Total
FTE Cost(salary plus benefits):	\$
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	\$
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	\$
Total One Year Post-Project Cost:	\$

3. One Year Citizen Benefit - Quantify the estimated one year value of the project to Iowa citizens. This includes the "hard cost" value of avoiding expenses ("hidden taxes") related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses. As a "rule of thumb," use a value of \$10 per hour for citizen time.

Describe savings justification:

- The new system will provide significant benefits for students and their families applying for aid by allowing applicants to apply online in an easy, more convenient, and time savings system.
- The new system will also allow colleges and universities to improve their processes for managing the information and funding they receive from the Commission.

<u>Transaction Savings</u>	
Number of annual online transactions:	
Hours saved/transaction:	
Number of Citizens affected:	
Value of Citizen Hour	
Total Transaction Savings:	
Other Savings (Describe)	
Total One Year Citizen Benefit :	

4. Opportunity Value/Risk or Loss Avoidance - Quantify the estimated one year non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc

Response:

- The implementation of this application will allow the Commission to provide enhanced services to students and their families applying for funds plus for college and universities receiving the funds.
- An enhanced system for online applications will reduce the amount of time required to process applications; reduce printing, mailing and postage expense; and decrease paperwork by the State.
- The time saving will allow the Commission to improve processes for managing funds received by colleges and universities; improve customer service for student applicants and colleges and universities, and provide quicker turnaround than the current system.
- This benefit provides cost avoidance to the State of approximately \$140,000 annually.

5. Planning Phase Cost Calculation

On a fiscal year basis, enter the **estimated** cost by funding source: Be sure to include developmental costs and ongoing costs, such as those for hosting the site, maintenance, upgrades, etc., during the **Planning Phase**.

	Current FY		Current FY +1		Current FY +2	
	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost
State General Fund	\$0	0%	\$0	0%	\$0	0%
Pooled Tech. Fund /IOWAccess Fund	\$0	0%	\$0	0%	\$0	0%
Federal Funds	\$0	0%	\$0	0%	\$0	0%
Local Gov. Funds	\$0	0%	\$0	0%	\$0	0%
Grant or Private Funds	\$0	0%	\$0	0%	\$0	0%
Other Funds (Specify)	\$0	0%	\$0	0%	\$0	0%
Total Project Cost	\$0	0%	\$0	0%	\$0	0%
Non-Pooled Tech./Non-IOWAccess Total	\$0	0%	\$0	0%	\$0	0%

6. Planning Financial Benefit Worksheet

A. Total One Year Pre-Project cost (Section III D1):	\$	
B. Total One Year Post-Project cost (Section III D2):	\$	
C. State Government Benefit (= A-B):		\$
D. One Year Citizen Benefit (Section III D3):		\$
E. Opportunity Value or Risk/Loss Avoidance Benefit (Section III D4):		\$
F. Total Planning Benefit (C+D+E)	\$	
G. Planning Phase Cost Calculation (Section III D5):	\$	
Benefit / Cost Ratio: (F/G) =		
Return On Investment (ROI): ((F-G) / Requested Project Funds) * 100		

Benefits Not Readily Quantifiable - List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

Response:

[This section to be scored by application evaluator.]

Planning Financial Evaluation (15 Points Maximum)

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).



Part IV – Execution Funding

Amount of Execution Funding Requested: \$350,000

Amount of Hosting Requested: \$ None

Note: Projects developed by DAS-ITE allow first year of hosting charges

A. Timeline

Provide a projected timeline for the Execution phase of the project. Include such items as **start date**, coding, testing, deployment, conversion, parallel installation, and **projected date of final release**. Also include the parties responsible for each item.

Response:

Milestone	Planned Completion Date	Parties Responsible
Begin Design/Planning Phase	September 2008	Commission / ITE
Complete Design/Planning Phase	January 2010	Commission / ITE
Begin Execution Phase	March 2009 (Enhancements and consolidation of the existing systems (Execution Phase) started with Commission funding concurrently with the Design/Planning Phase)	Commission / ITE
Implement 1 st Release of Web Portal	August, 2009 (In time for 2009/2010 School Year)	Commission / ITE
Implement 2 nd Release for Integration with Financial Aid Systems	January, 2010 (In time for Financial Aid Applications that open in January for the 2010/2011 School Year)	Commission / ITE
Implement 3 rd Release adding additional Financial Aid Programs and modifications obtained as a result of user feedback	June, 2010	Commission / ITE

[This section to be scored by application evaluator.]

Execution Timeline Evaluation (10 Points Maximum)

- The timeline contains several problem areas (0-3 points).
- The timeline seems reasonable with few problem areas (4-6 points).
- The timeline seems reasonable with no problem areas (7-10).



B. Execution Funding Requirements

On a fiscal year basis, enter the **estimated** cost by funding source: Be sure to include developmental costs and ongoing costs, such as those for hosting the site, maintenance, upgrades, etc., during the **Execution Phase**.

	Current FY		Current FY +1		Current FY +2	
	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost
State General Fund	\$0	0%	\$0	0%	\$0	0%
Pooled Tech. Fund /IOWAccess Fund	\$50,000	26%	\$300,000	100%	\$0	0%
Federal Funds	\$0	0%	\$0	0%	\$0	0%
Local Gov. Funds	\$0	0%	\$0	0%	\$0	0%
Grant or Private Funds	\$0	0%	\$0	0%	\$0	0%
Other Funds (Specify) Commission Grant	\$140,000	74%	\$0	0%	\$0	0%
Total Project Cost	\$0	0%	\$0	0%	\$0	0%
Non-Pooled Tech./Non-IOWAccess Total	\$0	0%	\$0	0%	\$0	0%

[This section to be scored by application evaluator.]
Execution Funding Evaluation (10 Points Maximum)

- The funding request contains questionable items (0-3 points).
- The funding request seems reasonable with few questionable items (4-6 points).
- The funding request seems reasonable with no problem areas (7-10).



C. Project Budget Table

It is necessary to estimate and assign a useful life figure to each cost identified in the project budget. Useful life is the amount of time that project-related equipment, products, or services are utilized before they are updated or replaced. In general, the useful life of hardware is three (3) years and the useful life of software is four (4) years. Depending upon the nature of the expense, the useful life for other project costs will vary between one (1) and four (4) years. On an exception basis, the useful life of individual project elements or the project as a whole may exceed four (4) years.

The Total Annual Prorated Cost (State Share) will be calculated based on the following equation:

$$\left[\left(\frac{\text{Budget Amount}}{\text{Useful Life}} \right) \times \% \text{ State Share} \right] + (\text{Annual Ongoing Cost} \times \% \text{ State Share}) = \text{Annual Prorated Cost}$$

Budget Line Items	Budget Amount (1 st Year Cost)	Useful Life (Years)	% State Share	Annual Ongoing Cost (After 1 st Year)	% State Share	Annual Prorated Cost
Agency Staff	\$		%	\$	%	\$
Software	\$		%	\$	%	\$
Hardware	\$		%	\$	%	\$
Training	\$		%	\$	%	\$
Facilities	\$		%	\$	%	\$
Professional Services	\$		%	\$	%	\$
ITE Services	\$490,000	10	100%	\$25,000	100%	\$74,000
Supplies, Maint., etc.	\$		%	\$	%	\$
Other	\$		%	\$	%	\$
Totals	\$		%	\$	%	\$

D. Spending plan

Explain how the funds will be allocated.

Funds for Planning and Execution Phases are expected to be allocated over the time period of September 2008 through June 2010.

E. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the Execution Financial Benefit Worksheet, #3 below, as necessary:

1. Opportunity Value/Risk or Loss Avoidance – Quantify the estimated annual non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc.

Response:

The new system will provide significant benefits including:

- Students and their families applying for aid will save time by allowing applicants to apply online in an easy, more convenient system with only one application form
- Reduce the amount of paperwork for applicants, postsecondary schools, program administrators, and the commission
- Increase accuracy of applications to reduce manual processing and rework
- Reduce costs for printing and mailing.

2. Benefits Not Readily Quantifiable – List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

Response:

- The new system will also allow colleges and universities to improve processes for managing the information and funding they receive from the Commission
- Easier and more convenient for Iowa students to apply for aid across state-funded and many private financial aid, scholarships and grants programs
- Improved maintainability of the software
- Strong platform and foundation for the next phases and future enhancements
- Improves and increases the State's competency for using open source integration by building a Web Portal that will provide access and integrate with several other, different systems.

3. Execution Financial Benefit Worksheet – Copy items A through F from Part III (Planning Phase), Section III D6; item G is from Section IV C, above.

A. Total One Year Pre-Project cost (Section III D1):	\$	
B. Total One Year Post-Project cost (Section III D2):	\$	
C. State Government Benefit (= A-B):		
D. One Year Citizen Benefit (Section III D3):		\$295,000
E. Opportunity Value or Risk/Loss Avoidance Benefit (Section III D4):		\$140,000
F. Total Planning Benefit (C+D+E)	\$435,000	
G. Annual Prorated Cost (From Budget Table, Section IV C):	\$74,000	
Benefit / Cost Ratio: (F/G) =	5.88	
Return On Investment (ROI): ((F-G) / Requested Project Funds) * 100	103.14	

[This section to be scored by application evaluator.]

Execution Financial Evaluation (15 Points Maximum)

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).



Evaluation Summary

[This section to be completed by application evaluator.]

Planning Phase:

Requirements/Compliance Evaluation (15 Points Maximum)	<input type="checkbox"/>
Impact Evaluation (15 Points Maximum)	<input type="checkbox"/>
Customer Service Evaluation (10 Points Maximum)	<input type="checkbox"/>
Scope Evaluation (10 Points Maximum)	<input type="checkbox"/>
Funds Evaluation (5 Points Maximum)	<input type="checkbox"/>
Reengineering Evaluation (10 Points Maximum)	<input type="checkbox"/>
Planning Timeline Evaluation (10 Points Maximum)	<input type="checkbox"/>
Planning Financial Evaluation (15 Points Maximum)	<input type="checkbox"/>
<u>TOTAL PLANNING EVALUATION</u> (90 Points Maximum)	<input type="checkbox"/>

Execution Phase:

Execution Timeline Evaluation (10Points Maximum)	<input type="checkbox"/>
Execution Financial Evaluation (15 Points Maximum)	<input type="checkbox"/>
Execution Funding Evaluation (10 Points Maximum)	<input type="checkbox"/>
<u>TOTAL EXECUTION EVALUATION</u> (35 Points Maximum)	<input type="checkbox"/>

Part V – Auditable Outcome Measures

For each of the following categories, list the auditable metrics for success after Execution and identify how they will be measured.

1. Improved customer service

Response:

- Students and their families will complete one online application to apply for several financial aid programs.
- Scholarship and grant recipients will be able to view their awards for the current year and historically through an online process.

2. Citizen impact

Response:

- Postsecondary planning and financial aid will be linked and integrated with secondary education and financial aid planning through the same user interface Web Portal.
- The Web Portal will be available 24 hours a day / 7 days a week.

3. Cost Savings

Response:

- Reduce the amount of time required to apply for financial aid.
- Reduce printing, paper and postage costs by applicants and the Commission.

4. Project reengineering

Response:

- An easier and more convenient system will allow Iowa students to apply for state-funded and many private scholarship, and grant programs.
- The new system will also allow colleges and universities to improve their processes for managing the information and funding they receive from the Commission.

5. Source of funds (Budget %)

Response:

- 28% of total Financial Aid project costs funded by the College Student Aid Commission; 72% of project costs funded by IOWAccess.

6. Tangible/Intangible benefits

Response:

The new system will provide significant benefits including:

- Students and their families applying for aid will save time by allowing applicants to apply online in an easy, more convenient system with only one application form.
- Increase accuracy of applications to reduce manual processing and rework.

DRAFT 2/12/2009

IOWAccess Advisory Council By-laws

ARTICLE 1. NAME

The name of this body shall be the IOWAccess Advisory Council, hereafter referred to as the IAC.

ARTICLE 2. PURPOSE

The IAC was established by the [Code of Iowa, §8A.221](#).

The IAC acts as an advisory council to promote and consider citizen-focused information technology projects, and services.

In its capacity as an advisory council, the IAC will work to create and provide a service to citizens of the state that will serve as a gateway for one-stop electronic access to governmental information, transactions, and services at state, county, or local levels. In this role, the Council accepts and reviews proposals for funding of electronic projects that benefit the citizens they serve.

More specifically, the IAC shall:

1. Using Concept Paper or Return on Investment submissions by applicable proposing sponsors, and ranking tools incorporated in the IAC Return on Investment analysis tools, provide periodic recommendations to the Director, Department of Administrative Services, as to the appropriateness of proposals for information technology projects that primarily benefit the citizens of Iowa by providing information and services normally achieved through more burdensome means.
 - a) As the IAC seeks to provide the highest benefit to its citizen audience, the Council supports projects with the widest range of use across numerous governmental entities. To that end, proposals for information technology projects will be classified into two categories, Enterprise and Agency-Specific:
 - 1) 50% of available IOWAccess funding shall be reserved for Enterprise project proposals, which will be considered before Agency-Specific proposals. Enterprise projects are those that can be readily shared with more than one governmental entity, with few license or platform restrictions.
 - 2) The balance of available IOWAccess funding shall be available for either Enterprise project proposals or for Agency-Specific proposals. Agency-Specific proposals are information technology projects in which the resulting software is either incompatible with existing software used at other agencies, or so particular to an agency that its portability to another agency would be inadvisable, impractical, or inefficient, as deemed by the Council.
2. Review all IAC information technology outsourcing project proposals prior to issuance, and refer to the Technology Governance Board for ~~their~~ its action, any projects that exceed the greater of a total cost of fifty thousand dollars or a total involvement of seven hundred fifty agency staff hours.
3. Review rates to be charged for access to value-added services performed through IOWAccess pursuant to Iowa Code §8A.221 and forward such recommendations to the Technology Governance Board for ~~their~~ its action.

4. Develop a plan and process to make recommendations to Department of Administrative Services (DAS) for improvements to information technology projects, and to maximize the value of information technology investments by the state.
5. Make recommendations to DAS regarding technology utility services to be implemented by DAS or other agencies.
6. Work with the DAS Finance office to maintain the relevancy of the central budget, proprietary control accounts, and reimbursement funds to information technology.
7. Annually prepare a report to the Governor, the Department of Management, and the General Assembly regarding the total spending on technology for the previous fiscal year, the total amount obligated for the current fiscal year, and an estimate of the amount to be requested for the succeeding fiscal year for all agencies,
8. Advise DAS leadership on related issues as requested.

ARTICLE 3. GUIDING PRINCIPLES

The IAC members will:

- 1) Conduct themselves as professionals;
- 2) Treat each other respectfully;
- 3) Work to develop mutual trust;
- 4) Practice active listening;
- 5) Openly share opinions and expertise;
- 6) Work for the common good of the State of Iowa;
- 7) Strive for quality decisions within timeframes provided;
- 8) Consider the needs of the customer first ; and
- 9) Evaluate the Council's effectiveness.

ARTICLE 4. MEMBERSHIP

Section 1. The IAC is composed of 14 members appointed by the governor as follows:

- 1) One representative from the Executive Branch,
- 2) One representative from the Judicial Branch,
- 3) One representative of the State library,
- 4) One representative of the Federal government,
- 5) One representative of the Iowa counties,
- 6) One representative of the Iowa cities.
- 7) One representative of the legal profession,
- 8) One representative of the media profession,
- 9) One representative of the finance profession,
- 10) One representative of the real estate profession, and
- 11) Four representatives of citizens.

Section 2. Except for the representative from the Judicial Branch, members appointed pursuant to Section 1 shall serve

three-year terms and the terms of the public members shall be staggered at the discretion of the governor.

Section 3. Members shall be reimbursed for actual and necessary expenses incurred in performance of the members' duties.

Section 4. Substitutes for absent members will not be allowed. Members may attend by telephone or other electronic means.

Section 6. Members can participate in voting if they are present at the meeting or attending the meeting by phone or by other electronic means.

Section 7. Each member is expected to attend and actively participate in meetings:

- 1) Iowa Code §69.15 Board members - nonattendance - vacancy. Any person who has been appointed by the governor to any board under the laws of this state shall be deemed to have submitted a resignation from such office if either of the following events occurs:
 - a. The person does not attend three or more consecutive regular meetings of such board. This paragraph does not apply unless the first and last of the consecutive meetings counted for this purpose are at least thirty days apart.
 - b. The person attends less than one-half of the regular meetings of such board within any period of twelve calendar months beginning on July 1 or January 1. This paragraph does not apply unless such board holds at least four regular meetings during such period. This paragraph applies only to such a period beginning on or after the date when the person takes office as a member of such board.
- 2) If such person received no notice and had no knowledge of a regular meeting and gives the governor a sworn statement to that effect within ten days after the person learns of the meeting, such meeting shall not be counted for the purposes of this section.
- 3) The governor in the governor's discretion may accept or reject such resignation. If the governor accepts it, the governor shall notify such person, in writing, that the resignation is accepted pursuant to this section. The governor shall then make another appointment to such office. Such appointment shall be made in the same manner and for the same term as in the case of other vacancies caused by resignation from such office.
- 4) As used in this section, "board" includes any commission, committee, agency, or governmental body which has three or more members.

Section 8. The DAS Information Technology Enterprise shall provide a staff person to take notes at the meetings and produce minutes that will be distributed to all members.

ARTICLE 5. OFFICERS AND STAFF

Section 1. The IAC annually shall elect a chair and vice chair from among the members of the council, by majority vote, to serve one-year terms.

ARTICLE 6. DUTIES OF OFFICERS

Section 1. The chairperson shall preside at all meetings of the IAC.

Section 2. The vice chairperson will assist the chairperson in the discharge of the chairperson's duties as requested and, in the absence or inability of the chairperson to act, shall perform the chairperson's duties.

ARTICLE 7. COMMITTEES

Section 1. Chair may authorize or dissolve committees as needed to complete the charter of the IAC.

Section 2. Individuals who are members of the IAC and individuals who are not members of IAC may be appointed by the chairperson to serve on committees.

Section 3. Committees shall organize themselves to be effective.

Section 4. Committees shall provide feedback to the chairperson and the IAC at the Council's request.

Section 5. Committees shall meet, discuss, study and/or resolve assigned issues as needed.

ARTICLE 8. MEETINGS

Section 1. Meetings of the council shall be held no less than semi-monthly for the one-year period following the appointment of all members.

Section 2. Agenda items shall be solicited from the members in advance of an upcoming meeting.

Section 3. An agenda, including those items requiring action, shall be provided five (5) days prior to the meeting to council members and customers. The agenda should also include any information necessary for discussion at the upcoming meeting.

Section 4. A simple majority of the members of the council, including vacant positions, shall constitute a quorum.

Section 5. Meeting shall comply with Iowa Code Chapters 21 and 22, the Iowa open meetings and open records laws.

ARTICLE 9. VOTING

Section 1. Each member has one vote. A quorum, as defined in Article 8, is required to vote on a matter and a majority vote of the quorum shall determine the outcome of the issue being voted upon.

Section 2. IAC bylaws may only be amended by a majority vote of all members.

ARTICLE 10. ADMINISTRATION

Section 1. The IOWAccess Manager, with the assistance of Information Technology Enterprise staff and others as deemed necessary, shall keep the official, current and complete books and records of the decisions, members, actions, meeting minutes, and obligations of the IAC.

Section 2. The IOWAccess Manager shall coordinate meeting notices and locations, and shall keep a record of names and addresses, including E-mail addresses, of the members of the IAC.

Section 3. Any member of the IAC may inspect all books and records for good purposes at a reasonable time and location.

ARTICLE 11. ACCOUNTS

Section 1. The IOWAccess Manager shall maintain and regularly update a tracking of charges to project accounts and remaining balances of each account, plus an analysis of obligations and unobligated funds available. This analysis may include projections of revenue, spending, costs, and obligations for future periods.

Section 2. Dormant IOWAccess Projects may be adjusted in one of two ways:

- 1) IOWAccess projects that have not made requests for reimbursement of funds for at least 120 days may be closed by:
 1. Notifying the sponsoring agency of intent to close the account,
 2. Receiving concurrence from an agency representative empowered to provide the agency position on the intent to close the account,
 3. Authorizing DAS Finance to close the account and remit any balance to the IOWAccess Revolving Fund.
- 2) IOWAccess projects that have not made requests for reimbursement of funds and have not provided status reports for at least 180 days may be closed by:
 1. Notifying the sponsoring agency of intent to close the account,
 2. Closing the account by

- a. Receiving concurrence from an agency representative empowered to provide the agency position on the intent to close the account, or
 - b. A vote to close the account by the Council if the sponsoring agency fails to reply,
3. Authorizing DAS Finance to close the account and remit any balance to the IOWAccess Revolving Fund.

ARTICLE 12. PARLIAMENTARY PROCEDURE

Section 1. Meetings should be conducted using Robert's Rules of Order (Revised).

Section 2. The chairperson may elect to use the vice chairperson as parliamentarian.